

EULOGIO "AMANG" RODGRIGUEZ INSTITUTE OF SCIENCE AND TECHNOLOGY NAGTAHAN, SAMPALOC, MANILA

CHARTER

Republic of the Philippines EULOGIO "AMANG" RODRIGUEZ INSTITUTE OF SCIENCE AND TECHNOLOGY CITIZEN'S CHARTER



CITIZEN'S CHARTER / R.A. 11032 COMMITTEE

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Graphics and Layout

INFORMATION AND PUBLIC AFFAIRS SERVICES

FOREWORD

ANTI-RED TAPE ACT OF 2007

The Philippines had been described by the World Bank as "Asia's rising tiger" because of its booming economy eliminating the once moniker of "Sick man of Asia". With agriculture, industry, and people, the Philippines can be once again become a promising economy not only in Asia but also in the world. This can be realized if this country can rise again especially from the practice of corruption in the government.

In 2007, the ARTA was enacted which mandated government agencies to improve efficiency in the delivery of services to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties thereof.

The Anti-Red Tape Act can perhaps serve as a measure that can address the burden of corruption as experienced by the citizenry thus, it could look into the efficient flow of government transactions from the citizens' perspective. Further, this law intends to restrain corruption in the entire government office by providing a guiding principle on how it should operate based on its mandate. Additionally, this law focuses more on the prevention of corruption than an imposition of punishment to who steals what and how much.

The timely implementation of this law could possibly curb corruption in the Philippine government agencies with the help of the citizens to rebuild and improve public service delivery. Thus, Filipinos' confidence and trust in the capacity of public servants to help them improve their lives will soon be actualized.

The administration of President Rodrigo Roa Duterte's policy on good governance and transparency is a pivotal era to start abolishing corruption in the government.

HISTORY

	1990	REPUBLIC ACT NO. 8292
	1000	2018, to present Dr. EDITHA V. PILLO (Re-Appointed)
		2014, Dr. EDITHA V. PILLO (SUC President) 2010, Dr. EDUARDO S. CAILLO (Re-Appointed, SUC President)
		2006, Dr. EDUARDO S. CAILLO (SUC President)
		2003, Dr. MAURA V. BAUTISTA (Re-Appointed, SUC President) 1999, Dr. MAURA V. BAUTISTA (SUC President)
í lug	1050	P.D. 1524
	— 1978	EARIST has a chartered state college with the Board of Trustees
		as its governing body. Dr. HILARIO G. NUDAS was the 1st College President.
_	— 1972	REPUBLIC ACT NO. 6595
110	11.11.1	Eulogio "Amang" Rodriguez Memorial School of Arts and Trades (EARMSAT)
111		Eulogio "Amang" Rodriguez Memorial School of Arts and Trades converted to Eulogio "Amang" Rodriguez Institute of Science and Technology with
	36.00	a President as its head
	— 1964	REPUBLIC ACT NO. 5088
		Eulogio Rodriguez Vocational High School Eulogio Rodriguez Vocational High School to Eulogio "Amang" Rodriguez
b mil	110 222	Memorial School of Arts and Trades (EARMSAT), headed by a
683		Superintendent.
	— 1964	REPUBLIC ACT NO. 4072
		Vocational Technical Department
al and	10022	Eulogio Rodriguez Vocational High School 1946, Dr. HILARIO G. NUDAS 1964, Dr. HILARIO G. NUDAS (Vocational Director)
	11112763	
	— 1948	MUNICIPAL ORDER NO. 3290
0101	ADBREADY. B.	Eulogio Rodriguez Vocational High School 1949, Dr. HILARIO G. NUDAS (Principal)
100	magnum. Th	1949, DI. MEARIO G. NODAB (Principal)
1996	ALTERNIC TALES	
ITT		MUNICIPAL ORDER NO. 22889
19/12		Mayor Eulogio Rodriguez Vocational 1946, Mr. APOLINARIO APILADO (Principal)
		1945, Mr. PANTALEONREGALA (Principal)
100	and any he	A REAL PROPERTY AND A REAL

Vision

EARIST is envisioned to be a center of excellence in trades, business, arts, science and technology education.

Philosophy

As a state college, Eulogio "Amang" Rodriguez Institute of Science and Technology (EARIST) believes that education is not an area of knowledge that can be arrogated unto itself by one profession, nor it is a division separate and distinct from the society and the times in which it flourishes. It is a plexus of knowledge and skills applied to the economic, social and moral development of self-actualized and productive citizenry.

Mission

Turn out vocationally, technically, technologically, and scientifically trained graduates who will be economically productive, self-sufficient, effective, responsible and discipline citizen of the Philippines.

PERFORMANCE PLEDGE

We, the Officials and Employees of the Eulogio "Amang" Rodriguez Institute of Science and Technology commit to:

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Efficiently and courteously serve clients with proper identification from Monday until Friday from 8:00 am to 5:00 pm without break.

Accurately ensure that Service Standards are met and proper communications are sent to clients without delay or inconvenience at the Frontline Service

Respectfully respond and attend immediately to any problem or complaint received and filed by the clients.

Instantly device solutions or answers to any queries, complaints in the shortest time possible.

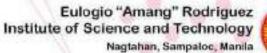
Systematically look at every detail to facilitate prompt and efficient service.

Technically maneuverer programs adapted globally to ensure customer satisfaction

Feel free to visit the school that truly cares for the future generation through our website www.earist.edu.ph or you may contact us at 243-9467.

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Office of the **President**



OFFICE OF THE EARIST PRESIDENT

1. Purchase of Materials and Equipment

Approval of the President for the purchase of items/materials/equipment for the use of the Office/College.

Office or Division:	Office of the EARIST President				
Classification:		Simple			
Type of Transaction:	G2G - Government	to Government			
Who may avail:	Executive Official, F	Eaculty, Employe	ees and Students		
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	IRE	
Endorsement Letter		Dean or Director	or concern		
Recommendation Lette	r	Vice President	concern		
Photocopy of APP refle	cting the	Office or Colleg	ge Concern		
requested item/s	-				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
Submit the Required Documents	Checking of the Propriety of the request as to proper endorsement by the dean or director and duly recommended by the Vice president	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Services	
None	Verification of the Requested item if included in the approved APP	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Services	
	TOTAL	None	30 Minutes		





2. Attendance to Seminar/Conferences

Approval of the President to attend seminars/conferences

Office or Division:	Office of the EARIST President				
Classification:	Simple				
Type of Transaction:	G2C - Government	G2C - Government to Client			
Who may avail:	Executive Official, F				
CHECKLIST OF RE			VHERE TO SECU	JRE	
Endorsement Letter		Dean or Directed		0	
Recommendation Letter		Vice President		1	
Invitation with attached		Organizer / Eve	ent Facilitator		
Certificate of Availability		FMS Office			
Recommendation for S		Person Involve	or Office/College	Concern	
attending Conference or					
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTION	PAID	TIME	RESPONSIBLE	
Submit the Required	Checking for	None	15 Minutes	Officer In-charge Office of the	
Documents	proper			President	
	endorsement by the Dean or			Tresident	
	Director, duly			Staff	
	endorsed by the			FMS	
	Vice President				
				Staff	
None	Dreparation of	Nono	15 Minutes	OVPAA Officer In-charge	
None	Preparation of Office Order	None	15 Minutes	Office of the	
	(Staff Dev.)			President	
	-If on Official			i reciacint	
	Time Only			Staff	
	-lf			FMS	
	seminar/conferen			o	
	ce requires			Staff	
	budget allocation			OVPAA	
	TOTAL	None	30 Minutes		



3. Budget for Activities (conduct of seminar, extension activity,

etc.)

Approval of the President for the conduct of seminar, extension activities, etc.

	/			
Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government	to Government		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS	v	VHERE TO SECU	IRE
Endorsement Letter		Dean or Directo	or Concern	
Recommendation Letter	r	Vice President	Concern	
Program of Activities		Person Involve	/ Organizer / Eve	nt Facilitator
Certification of Availabil	ity of Funds	FMS Office		
Eligibility / Classification	of expenditure	FMS Office		
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEFS	ACTION	PAID	TIME	RESPONSIBLE
Submit the Required	Checking for	None	15 Minutes	Officer In-charge
Documents	proper			Office of the
	endorsement by			President
1	the Dean or			Staff
1	Director, duly			FMS
10	endorsed by the			TWO
1	Vice President			
1.				
None	Preparation of	None	15 Minutes	Officer In-charge
	Special Order			Office of the
				President
				Staff
				FMS
	TOTAL	None	30 Minutes	





4. Replenishment, Liquidation, Reimbursement

Approval of the President for the replenishment of petty cash, liquidation of seminars attended and reimbursement of cash advance.

Office or Division:		Office of the EARIST President			
Classification:	Simple		1.1	9	
Type of Transaction:	G2C - Government	to Client	1.1		
Who may avail:	All		1.		
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	JRE	
Letter Request with Rec	commendation	Dean or Director president	or concern with er	ndorsed by Vice	
Official Receipt		Person Involve	or Office/College	Concern	
Approved Initial request		Person Involve	or Office/College	Concern	
Photocopy of Special O	rder	Office of the Pr			
Proof of the conduct of (Attendance Sheet, Etc.		Organizer/Ever	nt Facilitator	11	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly endorsed by the Vice President	None	15 Minutes	Officer In-charge Office of the President	
None	Checking for supporting documents	None	15 Minutes	<i>Officer In-charge</i> Office of the President	
	TOTAL	None	30 Minutes		





5. Reinstatement

Approval of the President for the reinstatement of the faculty/employee.

Office or Division:	Office of the EARIS	Office of the EARIST President			
Classification:	Simple				
Type of Transaction:	G2C - Government	to Client			
Who may avail:	Executive Official, F	Eaculty and Emp	loyees		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECU		
Letter Request with Rec	commendation		or concern with er	ndorsed by Vice	
		president			
Promissory Note (for the suspension)	ose with	Person Concer	'n		
Copy of duly approved	Leave form	HRM			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTION	PAID	TIME	RESPONSIBLE	
Submit the Required Documents	Checking for proper endorsement by the Dean or	None	30 Minutes	Officer In-charge Office of the President	
	Director, duly recommended by the Vice President			Staff HRD	
	TOTAL	None	30 Minutes		

6. Use of Institute Vehicle / Facilities

Approval of the President for the use of the Institute Vehicle / Facilities.

Office or Division:	Office of the EARIS	Office of the EARIST President			
Classification:	Simple				
Type of Transaction:	G2G - Government	to Government			
Who may avail:	Executive Official, F	aculty and Empl	oyees		
CHECKLIST OF R	EQUIREMENTS	v	VHERE TO SECU	IRE	
Letter-request duly ender appropriate Official and form	-	Person Concern / College or Office Concern		ice Concern	
Accomplished/Approved	d <mark>trip tic</mark> ket	Administrative	Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON	
CEIENT STEFS	AGENCIACION	PAID	TIME	RESPONSIBLE	
Submit the Required Documents	Checking for proper endorsement by the Director of Administrative Services, duly recommended by the Vice President	None	30 Minutes	Officer In-charge Office of the President Staff Administrative Office	
	TOTAL	None	30 Minutes		





7. Retirement

Approval of the President for the retirement of the faculty/employee.

Office or Division:	Office of the EARIS	Office of the EARIST President			
Classification:	Simple	Simple			
Type of Transaction:	G2C - Government	to Client	11		
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS	l v	WHERE TO SECU	JRE	
Letter-request duly ende	orsed by the Dean	Person Concer	'n		
or Director, duly recomr President	mended by the Vice		1	\ • ·	
Accomplished General	Clearance	HRD Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly recommended by the Vice President	None	30 Minutes	Officer In-charge Office of the President Staff HRD	
	TOTAL	None	30 Minutes		

8. Change of Official Time

Approval of the President for the retirement of the faculty/employee.

Office or Division:	Office of the EARIS	ST President		
Classification:	Simple			
Type of Transaction:	G2C - Government	to Client		
Who may avail:	Executive Official, F	Faculty and Emp	loyees	
CHECKLIST OF RE	QUIREMENTS	V	WHERE TO SECU	JRE
Letter-request duly end	,	Person Concer	'n	
or Director, duly recomr	mended by the Vice			
President		P		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Required Documents	Checking for proper endorsement by the Dean or Director, duly recommended by the Vice President	None	30 Minutes	Officer In-charge Office of the President Staff HRD
	TOTAL	None	30 Minutes	





9. Refund of Tuition Fees

Approval of the President for the refund of Tuition fees.

Office or Division:	Office of the EARIS	T President		
Classification:	Simple			
Type of Transaction:	G2C - Government t	o Client		
Who may avail:	Students			
CHECKLIST OF R	EQUIREMENTS	V	VHERE TO SECU	JRE
Basic request endorsed	by the Dean, and	Student and O	SA	
Recommended by the \	/ice President			
Photocopy of COR	-	SARRMS Offic	е	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Required Documents	Checking for proper endorsement by the Dean, duly endorsed by the Vice President	None	30 Minutes	Officer In-charge Office of the President Staff FMS Office Staff SAS Office
	TOTAL	None	30 Minutes	

10. Vouchers

Approval / Signature of the President

Office or Division:	Office of the EARIS	Office of the EARIST President			
Classification:	Simple				
Type of Transaction:	G2G - Governmen	t to Government			
Who may avail:	Executive Official,	Faculty and Emp	loyees		
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	RE	
Approved request Resol	ution	Client Concern			
Certificate of availability	of funds	FMS Office			
Copy of Special Order o	r Board	Office of the Pre	esident		
Other require supporting	documents	Depend on requ	ired Documents		
Initial by the Director, IA	S	IAS Office			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CEIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
Submit the Documents for Signature	Checking for completeness of attached documents and signatories	None	30 Minutes	Officer In-charge Office of the President	
	TOTAL	None	30 Minutes		



11. Payment of Obligation (Gasoline/Utilities, Etc.)

Approval of the President for the payment of gasoline/electricity/water consumption.

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government	to Government		
Who may avail:	Faculty and Employees			
CHECKLIST OF RI	EQUIREMENTS	V	VHERE TO SECL	JRE
Letter-request duly ende or Director, duly recomr President		Person Concer	n	\backslash
Statement of Account d FMS and the IAS	uly checked by the	FMS and IAS		/ / •
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Required Documents	Checking for proper endorsement by the Director of Administrative Services, duly recommended by the Vice President	None	30 Minutes	Officer In-charge Office of the President Staff FMS Office Staff IAS Office
	TOTAL	None	30 Minutes	

12. LDDAP, Checks, ACIC

Approval / Signature of the President

Office or Division:	Office of the EARIS	Office of the EARIST President			
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	All	All			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE				
Approved request Resol	ution	Client Concern			
Certificate of availability	of funds FMS Office				
Copy of Special Order of	or Board Office of the President				
Other require supporting	documents	Depend on requ	uired Documents		
Initial by the Director, IA	S	IAS Office			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
Submit the Documents	Checking for	None	30 Minutes	Officer In-charge	
for Signature	completeness of			Office of the	
	signatories			President	
	TOTAL	None	30 Minutes		



13. Clearances, Leave Form, Class Program, Diploma and

Certificates

Approval / Signature of the President

Office or Division:	Office of the EARIS	ST President		1000
Classification:	Simple			
Type of Transaction:	G2G - Governmen	t to Government		
Who may avail:	Executive Official,	Faculty, Employe	es and Students	
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	RE
Signature of concerned I	Dean or Director	College or Offic	e Concern	
Signature of the Supervi HR	sor, AS Director,	College or Offic	e Concern / IA / H	IRD
Endorsement by the VP	٩A	Office of the Vic	e President for A	cademic Affairs
Signature of the Registra	ar and the Dean	SARRMS and C	College Concern	
Signature of the Dean/D President	irector/Vice	College or Office Concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Documents for Signature	Checking for completeness of signatories	None	30 Minutes (for Diploma and Certificate Depend on the Volume)	Officer In-charge Office of the President Staff SARRMS Office OSA / HRD / College / Services
	TOTAL	None	30 Minutes	



14. Purchase Order

Approval / Signature of the President

Office or Division:	Office of the EARI	STPresident		0
Classification:	Simple			
Type of Transaction:	G2G - Governmen	t to Government	1.1	9
Who may avail:	Executive Official,			
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	IRE
Approved Request		Client Concern		
Certificate of availability	of funds	FMS Office		A
Special Order		Office of the Pre	esident	
Abstract of Canvas		BAC Office		
BAC Resolution/Board F	Resolution	BAC Office		
Signature of the end-use Director	er and the FMS	Client Concern	nt Concern / FMS Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Documents for Signature	Checking for completeness of signatories	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Office
None	Preparation of Board Resolution	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Office
	TOTAL	None	30 Minutes	





15. Abstract of BIDS

Approval / Signature of the President

Office or Division:	Office of the EARIS	ST President		
Classification:	Simple			
Type of Transaction:	G2G - Governmen	t to Government		
Who may avail:	Executive Official,	Faculty and Emp	loyees	
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	IRE
Initial request duly funde	d by the FMS	FMS Office		
BAC Resolution with sup documents	oporting	BAC Office		
Board approval of the pr	oject/procurement	ement BAC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Documents for Signature	Checking for completeness of signatories	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Office
None	Preparation of Board Resolution	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Office
	TOTAL	None	30 Minutes	





16. Award of Contract/Notice to Proceed

Approval / Signature of the President

Office or Division:	Office of the EARIS	ST President		0
Classification:	Simple			
Type of Transaction:	G2G - Governmen	t to Government		
Who may avail:	Executive Official,	Faculty and Emp	loyees	
CHECKLIST OF RE			VHERE TO SECU	IRE
BAC Resolution		BAC Office		
Board Resolution approv	ving the Award of	BAC Office	1	
Contract to the winning I				
CLIENT STEPS	AGENCY	FEES TO BE PROCESSING PERSON		
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE
Submit the Documents for Signature	Checking for completeness of signatories	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Office
None	Preparation of Board Resolution	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Office
	TOTAL	None	30 Minutes	





17. Memorandum of Agreement (MOA)

Approval / Signature of the President

Office or Division:	Office of the EARIST President			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Executive Official, Faculty, Employees and Students			
CHECKLIST OF RE				
Board Resolution approv MOA/MOU	ving the	Office of the Pre	esident	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Documents for Signature	Checking for completeness of signatories Checking for proper endorsement/ recommendation by the Vice President	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Office
None	Preparation of Board Resolution	None	15 Minutes	Officer In-charge Office of the President Staff Procurement Office
	TOTAL	None	30 Minutes	





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Information and **Public Affairs Services**





INFORMATION AND PUBLIC AFFAIRS SERVICES

1. Freedom of Information (FOI) Request for Information

The FOI request for information shall deal with request of information received under Executive Order No. 02,s.2016. Every client shall have access to information, official records, public records, and documents and papers pertaining to official acts, transactions or decisions.

Office or Division:	Information and Pu	ublic Affairs Servi	ces (InfoPAS)	
Classification:	Simple or Complex	<pre> Request</pre>		
Type of Transaction:	G2CC – Governme			
Who may avail:	Internal Clients and	d External Clients	6	
CHECKLIST OF RE			VHERE TO SECU	
Government Issued Identification Card			e, DFA, SSS, GSIS	S, Pag-IBIG, LTO
FOI Request Form	1	InfoPAS Office -		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Log Book in the office lobby	Give the Log Book to the client	None	5 minutes	FOI Receiving Officer InfoPAS Office
Fill-up FOI Request Form	Issue the FOI Request Form	None	5 minutes	FOI Receiving Officer InfoPAS Office
Submit the required documents to InfoPAS Window 1	Screening, evaluation and clarification of request of information	None	10 minutes	FOI Receiving Officer InfoPAS Office
None	Forward the request to the FOI Decision Maker (FDM)	None	5 minutes	FOI Receiving Officer InfoPAS Office
None	Assessment of FDM for approval or denial of request	None	1 day	FOI Decision Maker VPAF VPAA VPREIA
None	Preparation of requested documents	None	5 days for simple request 10 days for complex request	FOI Receiving Officer Service Office/s
Client claims the requested document	Issuance of information requested	None	5 minutes	FOI Releasing Officer InfoPAS Office
	TOTAL	None	11 Days and 30 Minutes	





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Planning Office





PLANNING OFFICE

1. Assistance in the production, conceptual plans/designs, budgetary estimates and other initial documents for the preparation of infrastructure project proposals.

Office or Division:	Planning Office			
Classification:	Highly Technical			N
Type of Transaction:				
Who may avail:	All Units of the Institu			
CHECKLIST OF F			WHERE TO SECU	JRE
Approved request letter from the President			of the President	
Sketch of ideas by the		Client Concern		
List of spatial requirem		Client Concern		
by the requesting party				
Other reference docum	ents		uired office conce	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party submits a letter of request to the President	If approved, the President sends letter to Planning Director.	None	15 minutes	<i>Staff</i> Office of the President
None	Planning Director informs IIPDO Chief and assign the project	None	1 day	<i>Director</i> Planning Office
None	IIPDO conducts an ocular visit to the site of the proposed project, interview concerned personnel, take pictures and take measurements of the area.	None	1 day	Staff IIPDO Office
None	IIPDO prepares one (1) set of conceptual plan/design, budgetary estimate, and other initial documents.	None	7 days	<i>Staff</i> Planning Office <i>Staff</i> IIPDO Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Presents the prepared documents to the Planning Director for a file copy	None	1 day	Chief IIPDO Office
None	Submits the prepared documents to the requesting College/Office	None	1 day	Director Planning Office Staff IIPDO Office
	TOTAL	None	18 Days	

2. Project inspection and similar activities

To check the ongoing Project and Similar Activities of the Institute.

Office or Division:	Planning Office			1 1
Classification:	Complex			A
Type of Transaction:	G2G – Governmen			A
Who may avail:	All Units of the Insti			
CHECKLIST OF RE	QUIREMENTS		HERE TO SECU	
Approved request letter	from the President	Client Concern	/ Office of the Pre	sident
Reference documents needed for the performance of project inspection or similar activities		IIPDO Office		
If the project is coordinated with a consultant/agency outside EARIST (e.g. DPWH), an accepted schedule by the consultant/agency		IIPDO Office / G	Government Agen	су
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Contractor / Client submit a letter of request to the president	If approved, the President sends letter to Planning Director	None	15 minutes	<i>Staff</i> Office of the President
None	Planning Director informs IIPDO Chief and assigns the task.	None	1 day	Director Planning Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	IIPDO Performs the approved task. Planning Director participates in the Project inspection	None	1 day	Staff IIPDO Office
None	IIPDO may coordinate with a consultant/agency outside EARIST (e.g. DPWH).	None	3 days	Staff IIPDO Office
	TOTAL	None	5 Days, 15 Minutes	

3. Dissemination of information

Dissemination of information regarding status, requirements, deadline and related information on physical accomplishment, government programs and projects.

Office or Division:	Planning Office					
Classification:	Highly Technical					
Type of Transaction:	G2G – Government to Government					
Who may avail:	All					
CHECKLIST OF RE	REQUIREMENTS WHERE TO SECURE					
New or revised Guideline	New or revised Guidelines, directives from			College or Office Concern / Client Concern		
other government agenc	other government agencies					
	AGENCY	FEES TO BE	PROCESSING	PERSON		
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE		
Send document via email or to the	Prepare communication	None	1 Day	<i>Director</i> Planning Office		
respective offices	letter			Ũ		
1						
	TOTAL	None	1 Day			



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Int-**Interval Audit** Services



INTERNAL AUDIT SERVICES

1. Special Audit (Assurance and Advisory)

The special Audit is requested by the President whenever necessary. It is intended to address current issues on governance, risk assessment and control processes of the Institute.

Office or Division:	Internal Audit Services			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	President			
CHECKLIST OF RE	LIST OF REQUIREMENTS WHERE TO SECURE			JRE
A request letter from the conduct special audit	e President to	From the Office of the President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
President sends request letter for special audit	Clerk receives and records the request letter and sends it to the IAS Director	None	3 Minutes	<i>Staff</i> Office of the President
None	IAS Director evaluates the request and assigns the audit assignment to one of the Internal Auditor	None	120 minutes	IAS Director IAS Office Internal Auditor IAS Office
None	Internal Auditor prepares the Audit Program and sends it to IAS Director for approval	None	240 minutes	IAS Director IAS Office Internal Auditor IAS Office
None	Director prepares and sends Notice of Audit to President for approval and communication to Auditee	None	120 minutes	IAS Director IAS Office Staff Office of the President



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
None	Perform appropriate auditing fieldwork	None	30 working days	Internal Auditor IAS Office	
None	Preparation and approval of audit report	None	1 working day	Internal Auditor IAS Office	
None	Submission of the Audit Report to the Office of the President	None	3 minutes	Service Clerk IAS Office	
President schedules the Exit Conference	Discussion of the Audit Findings with the President, Auditee, IAS Director and Internal Auditor	None	60 minutes	President OP IAS Director IAS Office	
	TOTAL	None	31 days, 9 hours and 10 Minutes		





2. Request for Audit Reports

This service is intended to address specific needs of the Commission on Audit and

heads of Offices/Units/Colleges of the Institute.

Office or Division:	Internal Audit Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit and Colleges/Offices/Units of the Institute			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			JRE
Approved request to obtain copy of audit report.		From the Office of the President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request letter to the Office of the President for approval	Receives approved request letter and records it in the logbook	None	1 minute	Auditing Assistant / Clerk IAS Office
None	Internal Audit Service Clerk sends the approved request letter to the IAS Director	None	3 Minutes	Internal Auditor IAS Office IAS Director IAS Office
None	Locates needed report and reproduce it	None	120 Minutes	Service Clerk IAS Office
None	Records the distribution of the requested report	None	1 Minute	Service Clerk IAS Office
Receive the requested report	Send the requested report to the recipient	None	5 Minutes	Service Clerk IAS Office
	TOTAL	None	2 Hours and 10 Minutes	





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Office of the Vice **President for** Administration and Finance





VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

1. Recommendation on Administrative and Financial Matters

The procedure starts from the time the documents are forwarded to the office until such time that it is endorsed to the Office of the President.

Office or Division:	Office of the Vice-President for Administration & Finance				
Classification:	Simple				
Type of Transaction:	G2G– Government to Government/G2C – Government to Client				
Who may avail:	Interested Parties				
CHECKLIST OF RE	•		WHERE TO SECU	JRE	
Request for funding with		From the reque	sting party		
documents depending of	on what is being				
requested					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit letter of	Evaluate the	None	1 hour	Technical Assistant	
request	request and the			VPAF Office	
	attached				
	documents				
None	If there are	None	30 minutes	Technical Assistant	
- / ·	questions for			VPAF Office	
1	clarification,				
1	return to the				
	requesting party.				
	If there are no		30 minutes		
	questions,				
	forwards to FMS				
	for funding, if				
	funding is				
	needed				
None	Recommend to		30 minutes	VPAF	
	the President for	None		VPAF Office	
	approval.				
	TOTAL	None	2 Hours and		
			30 minutes		



2. Recommendation for the Approval of Payment for Infrastructure Projects

The procedure starts from the time the documents are forwarded to the office until such time that it is endorsed to the Office of the President.

Office or Division:	OFFICE OF THE VICE-PRESIDENT FOR ADMINISTRATION & FINANCE			
Classification:	Complex			
Type of Transaction:	G2G-GOVERNM	ENT TO GOVER	NMENT/G2C – G	OV"T. TO CLIENT
Who may avail:	INTERESTED PA	RTIES		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
Request for payment w documents needed as p auditing and accounting regulations	per RA 9184 and grules and	From the reque	sting party	11.
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with documents based on the requirements of RA 9184 and COA	Evaluate the request and the attached documents	None	1 day	<i>Technical Assistant</i> VPAF Office
None	If there are deficiencies, return to requesting party with notation on what is lacking questions for clarification, return to the requesting party	None	30 minutes	<i>Technical Assistant</i> VPAF Office
None	If documents are complete and proper, recommend to the President for approval.	None	30 minutes	VPAF VPAF Office
	TOTAL	None	1 day and 1 hour	



3. Signing Of Checks/LDDAP as signing Officer

The procedure starts from the time the checks/LDDAP are forwarded to the office until such time that it is endorsed to the Office of the President.

Office or Division:	Office Of The Vice	e-President For	Administration 8	Finance
Classification:	Simple			
Type of Transaction:	G2G-GOVERNM	ENT TO GOVER	NMENT	
Who may avail:	INTERESTED PAR	RTIES		
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	JRE
Checks		Cash and Disbu	irsement Services	
LDDAP		Cash and Disbu	irsement Services	
BUR/OR		Financial Manag	gement Service (F	MS)
Disbursement Vouchers			gement Service (F	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward the check/LDDAP to the Office of the VPAF	Receive the check and evaluate the attached BUR/OR, DV and supporting documents	None	30 minutes	<i>Technical Assistant</i> VPAF Office
None	If there are deficiencies, return to Cashier with notation on what is the findings	None	20 minutes	<i>Technical Assistant</i> VPAF Office
None	If documents are in order, endorse to the President for countersigning.	None	10 minutes	VPAF VPAF Office
	TOTAL	None	1 hour	



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Administrative **Services**





ADMINISTRATIVE SERVICES

1. Signing of Budget Utilization (BUR)

Sign pertinent documents of the Institute

Office or Division:	Administrative Ser	vices		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Client		
Who may avail:	Client			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
FOR FUND 164				
Official Receipt of the F	Performance Bond	Cashier's Office	;	
Notice of Award		BAC Office		
BAC Resolution		BAC Office		
BAC Abstract of Bids		BAC Office		
BAC Canvass Form		BAC Office		
Company Profile		BAC Office		
FOR FUND 101				
Obligation Request and	l Status	Financial Management Service (FMS)		
Disbursement Voucher		Financial Management Service (FMS)		
Approved Letter reques	t by the President	Client		
Statement of Account		Financial Management Service (FMS)		
Sales Invoice		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Budget Utilization Requisition	Accept, verify and	None	2 minutes	Officer in charge FMS
(BUR) Form	signed BUR record and		2 minutes	FMS Director
	release		2 minutes	FMS
	TOTAL		6 minutes	



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Human Resource Management **Services**





HUMAN RESOURCE MANAGEMENT SERVICE

1. Recruitment and Placement

Hiring of New Employees based on the Civil Service Selection Process and Qualification Standards

	Office or Division:	Human Resource	Management Ser	vice (HRMS)		
	Classification:	Highly Technical			X	
	Type of Transaction:	G2C – Governmer	nt to Client			
	Who may avail:	Client/Interested P				
Ĩ	CHECKLIST OF RE	QUIREMENTS	l N	WHERE TO SECU	JRE	
	For the Applicant:					
Application Letter			Client			
	All credentials/docume	ents to support	Client			
	the entries in the Resu	ime				
ſ	NBI Clearance		National Bureau	ı of Investigation (NBI)	
	Clearance from previo	us Employment	Previous Emplo	yer		
(For the Newly Hired Em					
ſ	Birth Certificate		National Statisti	cs Office (NSO)		
	Neuro Exam Result		Accredited Hos			
	Medical Examination F	Result	Accredited Hos	pital		
	PDS/PDF		HRMS			
	Panunumpa sa Tungk	ulin	HRMS			
	Statement of Assets &	Liabilities (SALN)	HRMS			
	Oath of Office		HRMS			
	Assumption of Duty (C		HRMS			
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Submit Letter of Intent or Application Letter and Resume	Accept application letter and documents	None	10 minutes	HRMS Staff HRMS Office	
		Review and submitted documents of client	None	10 minutes	HRMS Chief HRMS Office	
	all	Conduct initial interview	None	15 minutes	HRMS Chief HRMS Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Qualified applicants are required to take Examination and/or Teaching Demonstration	Conduct and evaluate the result of the Psychological Examination and/or Teaching Demonstration	None	4 hours	In-charge, Psychometrician HRMS Office Dean College	
Applicants who passed the Examination are considered candidate for the vacant position	Prepare the following Documents: Personal Data Sheets and pertinent documents to support all entries therein	None	5 days	In-charge, Psychometrician HRMS Office Dean College	
Selection Board Interview and Final Evaluation	Inform the qualified candidates through email or text message	None	1 Hour	HRMS Chief HRMS Office	
	Prepared the EPSB or EFSB compliance Form and Tabulation of Rating Scores of the Committee	None	3 hours	HRMS Chief HRMS Office	
Qualified candidates will wait for the result of the Selection	Inform all the candidates of the outcome/result of the selection after the deliberation	None	3 hours	HRMS Chief HRMS Office	
	Prepare Personnel/ Faculty Board Resolution	None	3 months	HRMS Chief HRMS Office	





	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Confirmation/Approval of the EARIST Board of Trustees	Prepared EARIST Board Resolution	None	3 months	Office of the President/Board Secretary
	Assumption to duty of the best Candidate/ Appointee	Prepared the Appointment and other documents	None	1 week	Staff In-Charge
	. / /	Signed Appointment	None	1 hour	Appointing Authority
		TOTAL	None	6 Months, 14 Days 12 Hours and 34 Minutes	



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Mer **Medical and Dental Services**



MEDICAL AND DENTAL SERVICES

1. Regular Consultation And Check - Up

This cover from the time that the patient enter the Medical Health Services for the purpose of consultation and check-up, until they are assess and declared physically fit and healthy

Office or Division:	Medical and Dental Services (MDS)			
Classification:	Simple		/	
Type of Transaction:	G2C – Governmen	t to Client		
Who may avail:	Executive Officials	, Students, Empl	ovees, Faculty An	d Extension
,	Services (Adopted			
CHECKLIST OF RE			NHERE TO SECL	
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic	Assess the patient:	None	30 Minutes	School Physician MDS Office Nurse on Duty
Consultation Proper Assessment/Check-up	If assessed as Emergency Case, the attending Physician or Nurse will give necessary first aid treatment or referral to the hospital of choice	None	Emergency (Priority) 20 Minutes	MDS Office School Physician MDS Office Nurse on Duty MDS Office
	Non-Emergency Case, the attending Physician or Nurse will manage the treatment of the patient	None	Non- Emergency 30 Minutes	School Physician MDS Office Nurse on Duty MDS Office
	TOTAL	None	1 Hour and 20 Minutes	



2. Medical Certificate Issuance to OJT Students

The procedure covers from the time OJT Students will enter the Medical Clinic for the purpose of medical physical examination and clearance for OJT

			<u>`</u>	
Office or Division:	Medical And Denta	al Services (MDS)	0
Classification:	Simple			
Type of Transaction:	G2C – GOVERNM	ENT TO CLIENT	1.1	
Who may avail:	STUDENTS			
CHECKLIST OF RE	QUIREMENTS	l I	WHERE TO SECL	JRE
Chest X-ray		Medical Laborat	tory of choice	
Complete Blood Count	(Result)	Medical Laborat	tory of choice	
Urinalysis (Result)		Medical Laborat	tory of choice	1 1 0
Drug Test Result (Optic	nal)		-	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic	Assess the client/ Give request for laboratory work- ups	None	1 Hour	School Physician MDS Office Nurse on Duty MDS Office
Consultation Proper Assessment/Check- up	Assessed the client Signing Medical Form to Clients that are fit to undergo the OJT program	None	1 Hour	School Physician MDS Office Nurse on Duty MDS Office
	TOTAL	None	2 Hours	





3. Issuance of Return/Fit to Work Certificate

This procedure covers from the time the client had given their medical results/certificate for evaluation until the time the attending Physician signed the certificate attesting that the Client is Physically Fit to resume work.

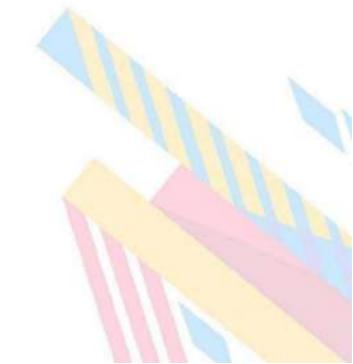
Office or D		Medical And Dental Services (MDS)					
Classificat		Simple					
	ansaction:		t to Client				
Who may a		Employees and Fa					
				WHERE TO SECU	IDE		
Medical Ce							
	Test Result		Laboratory of ch	ling physician or s	pecialist		
Medical Ab				ling physician or s	nocialist		
		AGENCY	FEES TO BE	PROCESSING	PERSON		
	STEPS	ACTION	PAID	TIME	RESPONSIBLE		
Visit the Me Clinic	edical	Assess the client/ Review necessary	None	30 Minutes	School Physician MDS Office		
64		laboratory work- ups			Nurse on Duty MDS Office		
Finish Asse Discharged		Fit to work – signed clearance	None	30 Minutes	School Physician MDS Office		
					Nurse on Duty MDS Office		
1		Not yet Fit to return to work, recommend to	None	7 Days and 40 Minutes	School Physician MDS Office		
		the client: Option A: Treatment			Nurse on Duty MDS Office		
		Reassessment Option B: Referral to hospital or	None	30 Minutes	<i>School Physician</i> MDS Office		
		specialist for further treatment			Nurse on Duty MDS Office		
1		Schedule Client for reassessment or check-up then					
		Signing of Return/ Fit to Work form					
		TOTAL	None	7 Days, 2 Hours and 10 Minutes			



4. Issuance of Permit to Teach

This cover from the time that the employee /patient were assess for medical check-up until the issuance of permit to teach by the school physician

Office or Division:	Medical And Dental	Services (MDS)		
Classification:	Highly Technical		11	0
Type of Transaction:	G2C – Government	to Client	1.1	
Who may avail:	Faculty / Academic I	Employees	1.2	
CHECKLIST OF RE	EQUIREMENTS	l I	WHERE TO SECU	JRE
Laboratory Test Result		Medical Labora	atory of choice	
Medical Certificate		Medical Labora		1 2 2
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic	Assess the client/ patient	None	30 Minutes	School Physician MDS Office Nurse on Duty MDS Office
Consultation Proper Assessment/Check-up	Assessed the Patient, Medical/Laboratory Work-ups reviewed	None	30 Minutes	<i>School Physician</i> MDS Office <i>Nurse on Duty</i> MDS Office
Finish Assessment/ Discharged	Sign clearance of client/patient that is assessed as Fit to work	None	15 Minutes	<i>School Physician</i> MDS Office
	TOTAL	None	1 Hour and 15 Minutes	





5. Issuance of Permit to Student Athletes

The procedure covers the Athletic Student of the Institution to established the Standard procedure for the issuance of fit to play (medical Certificate) of the Athletes.

Office or Division:	Medical And Denta	al Services (MDS)		
Classification:	Highly Technical	, , , , , , , , , , , , , , , , , , ,	/		
Type of Transaction:	G2C – Governmen	t to Client			
Who may avail:	Student / Employe	Student / Employee Athlete			
CHECKLIST OF RE	QUIREMENTS	V	WHERE TO SECU	JRE	
Medical History			sician Of Choice	-	
Physical Education Form	n		tion Department		
Chest X-Ray Result		Medical Laborat			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Visit the Medical Clinic for Consultation/ Check-up	Assess the client/ patient Evaluate Patient with Medical Certificate and the result of Laboratory Work- up	None	45 Minutes	<i>School Physician</i> MDS Office	
Consultation Proper Assessment/Check-up	Issue Fit to play Form to Clients/ Patient passed the check-up	None	15 Minutes	<i>School Physician</i> MDS Office <i>Nurse on Duty</i> MDS Office	
	TOTAL	None	1 Hour		





6. Issuance of Medical Clearance for Excuse Slip

To establish the standard procedure for the issuance of excuse slip to EARIST Students

Office or Division:	Medical And Dental	Services (MDS)	11	
Classification:	Simple		11	
Type of Transaction:	G2C – Government	to Client	1.7	
Who may avail:	Students			
CHECKLIST OF RE		V	WHERE TO SECU	JRE
Excuse Letter From The Guardian	Parents Or	Parents/Guardi	an Of The Client	
Valid Id Of The Parent C)r Guardian	Parents/Guardi	an Of The Client	
		Medical Labora		1 1 1
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE
Visit the Medical Clinic for Consultation/ Check-up	Interview/Assess the client/ patient	None	15 Minutes	School Physician MDS Office
	Check Logbook if client had previous consultation or check-up	None	5 Minutes	<i>Nurse on Duty</i> MDS Office
Consultation Proper Assessment/Check-up	Assessed the client	None	15 Minutes	School Physician MDS Office Nurse on Duty MDS Office
	Issue Excuse Slip if Client's name is on the Logbook for previous consultation/check- up Ask the Client to present Excuse Letter from the	None	30 Minutes	<i>School Physician</i> MDS Office <i>Nurse on Duty</i> MDS Office
	Parents/Guardian if Client's name is not found in the Logbook before issuance of the Excuse Slip TOTAL	None	1 Hour and 5 Minutes	



7. Pre-Enrollment for First Year Students

The Procedure covers from the time that the freshmen/transferees had already given their results until they were cleared by the medical officer.

Office or Division:	Medical And Dental	Sanvison (MDS)		
Classification:				
	Highly Technical			
Type of Transaction:	G2C – Government			~
Who may avail:	All Incoming 1 st Year			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SECU	JRE
Chest X-Ray		Medical Labora		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic for Health Assessment/Check-up	Interview/Assess the client/ patient	None	15 Minutes	School Physician MDS Office Nurse on Duty MDS Office
None	Issue Fit to Enroll Form for those who passed the Medical Exam For Client/ Applicant who failed the Medical Exam: Asked clearance from the previous attending Physician or Specialist Signing of Fit to Enrolled	None	7 Days	School Physician MDS Office Nurse on Duty MDS Office
	TOTAL		7 Days and 15 Minutes	



8. Annual Physical Examination for Faculty and None Teaching Personnel/Employees

To established the Standard Procedure for APE of All the Employees which promote the overall health.

ſ	Office or Division:	Medical and Dental Second	ervices (MDS)		0 0	
l	Classification:	Highly Technical		11		
	Type of Transaction:	G2C – Government to	Client	11		
1	Who may avail:	Faculty and Employees (Academic and Non-Academic)				
2	CHECKLIST OF R			VHERE TO SECU		
	None		None			
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Visit the Medical Clinic for Check-up and Laboratory Work- ups	Ask client to fill-up necessary Forms	None	1 Hour	Staff MDS Office	
	Physical Examination Laboratory Test	Subject Clients for the following Laboratory work- ups: Chest X-Ray, Blood Chemistry, Urinalysis Fecalysis, FBS,ECG, Dental and Eye Examination	None	2 Hours	School Physician MDS Office Nurse on Duty MDS Office Service provider medical staff Service provider	
	Wait for the result of the Laboratory Work- ups	Coordinate with the Service Provider (Laboratory) Service Provider processing Period	None	2 Days and 8 Hours	School Physician MDS Office Service provider medical staff Service provider	
	Report to the MDS to get the Laboratory result	Release Result and sign PVP Clearance of Faculty who are Physically Fit	None	30 Minutes	<i>Staff</i> MDS Office	
		Client who are found to have Medical/Laboratory Findings/Issues shall be given necessary treatment or referrals to the Specialist/ Hospital	None	1 Hour	School Physician MDS Office Nurse on Duty MDS Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign or acknowledge receipt of the result in the Logbook	Register entry at the releasing Logbook	None	10 Minutes	MDS Staff
	TOTAL	None	2 Days, 12 Hours and 40 Minutes	

9. Dental Check-Up and Tooth Extraction

This procedure covers from the time that patient went to medical clinic until tooth extraction was done.

Office or Division:	Medical and Dental	Medical and Dental Services		
Classification:	Simple			
Type of Transaction:	G2C – Government	To Client		
Who may avail:	Executive Officials, I	aculty, Employe	ee and Students	
CHECKLIST OF R	EQUIREMENTS	l l	WHERE TO SECU	JRE
For Students Only:				
Registration/Enrollme	nt Form	Office of the Re	egistrar (SARRMS	6)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Dental Clinic for Check-up	Ask client to fill-up necessary Forms Refer to the School Dentist	None	30 Minutes	MDS Staff
Consultation Proper Check-up/ Treatment	Dental Work-up/ Treatment or Tooth Extraction Prescribed medication if necessary	None	2 Hours	School Dentist
Check-out from the Dental Clinic	Register to the Logbook	None	10 Minutes	MDS Staff
	TOTAL	None	2 Hours and 40 Minutes	



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Property Management **Services**



PROPERTY MANAGEMENT SERVICES

1. Requisition and Issuance of Supplies

Requisition and Issuance of Supplies Based on the Annual Procurement Plan (APP)

Office or Division:	Property Manageme	nt Services (PM	S)	
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Fac			
CHECKLIST OF RE		V	WHERE TO SECU	JRE
Approved Annual Procur	()		lanagement Servi	
Signed Requisition And I	Issue Slip		gement Service/C	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit or Call the PMS office for the release of Office Supplies/ Materials	Prepare 4 copies of the Requisition and Issue Slip (RIS) based on the approved APP	None	5 Minutes	PMS Staff PMS Office
Sign the prepared Requisition and Issue Slip Secure the signature of the Head of the	Forward the Prepared RIS to the Client for signature	None	5 Minutes	PMS Staff PMS Office
Office on the space provided on the RIS				
Return the signed RIS to the PMS Office	Issue the requested Supplies/Materials	None	5 Minutes	PMS Staff PMS Office
Accept the delivery by signing at the space provided at the RIS	Retain 1 copy File the retained	None	5 Minutes	PMS Staff PMS Office
	TOTAL	None	20 Minutes	



2. Requisition and Issuance of Supplies/ Materials that are not Available at The PMS

This procedure shall be followed in case the Supplies/Materials are not available at the Property Management Service (PMS)

Office or Division:	Property Management Services (PMS)					
Classification:	Simple	3	1.1			
Type of Transaction:	G2C – Government to	G2C – Government to Client				
Who may avail:	Internal Clients (Offic	es And Colleges	;)	A		
CHECKLIST OF R	EQUIREMENTS	V V	VHERE TO SECL	JRE		
Supplies Availability Inq	uiry Form	Property Mana	gement Service/C	Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Accomplish and submit two (2) copies of the Supplies Availability Inquiry Form	Verify/check availability of the items requested against the Stock Card	None	5 minutes	PMS Staff PMS Office		
None	Sign the SAI Form if supplies/ materials are available and will satisfy the requirement of the Client	None	10 minutes	PMS Staff PMS Office		
	Return the accomplished SAI Form to the Client					
Receive the SAI Form	Record the released SAI Form at the Logbook	None	5 minutes	PMS Staff PMS Office		
Acknowledge Receipt	Ask Client to sign at the specific space at the Releasing Logbook	None	5 minutes	PMS Staff PMS Office		
	TOTAL	None	20 minutes			



3. Requisition and Issuance of Supplies/Materials are Available to PMS

This procedure shall be followed in requesting Supplies/Materials that are available at the Property Management Service (PMS)

Office or Division:	Property Manageme	nt Services (PM	S)	
Classification:	Simple			
Type of Transaction:	G2C – Government	to Client		
Who may avail:	Internal Clients (Office	U	/	
CHECKLIST OF R	EQUIREMENTS	V	VHERE TO SECU	JRE
Verified Supplies Availa	bility Inquiry Form	Property Manag	gement Service (F	PMS)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Verified Supplies Availability Inquiry Form duly signed by the Head of the Office	Prepare the Advance Issuance of Supplies Form Forward the prepared Form to be filled-up and signed by the Client and the Head of Office	None	5 minutes	PMS Staff PMS Office
Submit the accomplished Advance Issuance of Supplies Form	Prepare the items requested ready for release	None	10 minutes	PMS Staff PMS Office
Acknowledge Receipt of the items at the space provided at the Form	Release the requested items to the Client	None	5 minutes	PMS Staff PMS Office
	TOTAL	None	20 minutes	



4. Returning Property/Accountability

This procedure applies in returning accountable property/equipment to the Property Management Service (PMS)

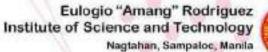
Office or Division:	Property Manageme	ent Services (PM	S)	0
Classification:	Simple		1.7	
Type of Transaction:	G2C – Government		11	0
Who may avail:	Internal Clients (Office	×	/	
CHECKLIST OF R	EQUIREMENTS			
Employees Copy Of Pro Acknowledgement Rece	eipt		Management Ser	1
Employee's Copy Of Slip	Inventory Custodian		Management Ser	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the Office of the Property/Equipment intended to return or submit a copy of either the Property Acknowledgement Receipt or the Inventory Custodian Slip	Verify/check the accountability in the Employee's Folder	None	5 Minutes	PMS Staff PMS Office
None	Prepare the Property turned-in slip	None	5 Minutes	PMS Staff PMS Office
Sign the Property turned-in Slip and return to the PMS Office	Acknowledge receipt Release 1 copy to the Client Original copy shall be retained on File at the Client's/ Employee's Folder	None	10 Minutes	PMS Staff PMS Office
Acknowledge Receipt of the items at the space provided at the Form	Release the requested items to the Client	None	5 Minutes	PMS Staff PMS Office
	TOTAL	None	20 minutes	



5. Returning Property/Accountability

This procedure applies in returning accountable property/equipment to the Property Management Service (PMS)

Office or Division:	Property Manageme	nt Services (PM	S)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Classification:	Simple			
Type of Transaction:	G2C – Government			
Who may avail:	Internal Clients (Office			<u> </u>
CHECKLIST OF R		WHERE TO SECURE		
Employees Copy Of Pro Acknowledgement Rece	eipt		Management Ser	. ,
Employee's Copy Of Slip	Inventory Custodian	Client/Property	Management Ser	vice (PMS)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the Office of the Property/Equipment intended to return or submit a copy of either the Property Acknowledgement Receipt or the Inventory Custodian Slip	Verify/check the accountability in the Employee's Folder	None	5 Minutes	<i>PMS Staff</i> PMS Office
None	Prepare the Property turned-in slip	None	5 Minutes	PMS Staff PMS Office
Sign the Property turned-in Slip and return to the PMS Office	Acknowledge receipt Release 1 copy to the Client Original copy shall be retained on File at the Client's/ Employee's Folder	None	10 Minutes	<i>PMS Staff</i> PMS Office
Acknowledge Receipt of the items at the space provided at the Form	Release the requested items to the Client	None	5 Minutes	PMS Staff PMS Office
	TOTAL	None	20 Minutes	





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Procurement Services





PROCUREMENT SERVICES

1. Contract/Purchase Order and Notice to Proceed (NTP)

Issuances of the approved Contract /PO and Notice to Proceed (NTP) to external providers

ſ		Brocurement Services (BS)				
	Office or Division: Classification:	Procurement Services (PS) Simple				
		G2C – Government To Client				
	Type of Transaction:					
	Who may avail:	External Clients (Cor				
	CHECKLIST OF REQUIREMENTS			WHERE TO SECU		
	Notice Of Award			ds and Awards Co	ommittee (BAC)	
	Performance Security		Client			
1	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
ĺ	Register at the	Provide Logbook	None	3 minutes	Staff	
	Logbook	for the Registration			PS Office	
	Obtain/Received the	Release the	None	30 minutes	Staff	
	approved Contract/	original copy of the			PS Office	
	Purchase Order for	Approved Contract/				
1	notarization	Purchase Order to				
		the winning bidder				
		for notarization.				
		And return the				
		notarized Contract				
		Register the				
		documents at the				
1		releasing Logbook				
		and ask the Client				
		to sign at the				
		specific space				
		provided for				
		acknowledgement				
ľ	Submit the Notarized	Register at the	None	3 minutes	Staff	
	Contract	Incoming Logbook			PS Office	
ľ	Received the Original	Released to the	None	5 minutes	Staff	
	Notarized Copy of the	Client the Original			PS Office	
	Contract and Notice to	Notarized Copy of				
	Proceed	the Contract and				
	1	Notice to Proceed				
1	Acknowledge receipt	Registered the	None	5 minutes	Staff	
	of the Original	documents at the			PS Office	
	Contract and the	Releasing Logbook				
	Notice to proceed at					
	the Releasing					
	Logbook				1	
	2	TOTAL	None	46 Minutes		





2. Procurement of Approved Request

Procurement through alternative mode of procurement

Office or Division:	Procurement Service	es (PS)				
Classification:	Highly Technical					
Type of Transaction:	G2C – Government	to Client	t i i i i i i i i i i i i i i i i i i i			
Who may avail:	Internal Clients (Offi	Internal Clients (Offices And Colleges)				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE				
Approved Purchase Re			1			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit the Approved Purchase Request (APR)	Received the APR	None	3 minutes	Staff PS Office		
· · ·	Pre-numbering of APR	None	2 minutes	Staff PS Office		
	Review for the completeness of the required documents	None	15 minutes	Chief PS PS Office		
	Preparation of Request for Quotation (RFQ)	None	10 minutes	Chief PS PS Office		
	PhilGeps Posting of RFQ	None	7 days	Chief PS PS Office		
	Accept/Receive RFQ to BAC for evaluation of the proposal	None	1 day	<i>Staff</i> BAC Office		
	Received BAC Resolution of Award/Abstract of Bid proposal	None	1 day	<i>Staff</i> PS Office		
	Prepare the Notice of Award (NOA)	None	15 minutes	Chief PS PS Office		
	Prepare Contract/Purchase Order (PO)/Notice to Proceed (NTP)	None	1 day	Chief PS PS Office		
	Issuance of PO/NTP	None	5 minutes	Staff PS Office		
Accept Delivery	Delivery of Procured Request	None	5 minutes	Staff PS Office		
	TOTAL	None	10 Days and 55 Minutes			



3. Procurement of Approved Request

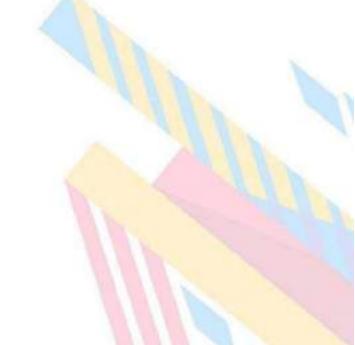
Procurement of Goods and Service in accordance with rules and regulations under RA 9184 (Public Bidding) Procurement through public bidding.

ĺ	Office or Division:	Procurement Services (PS)			
	Classification:	Highly Technical			
	Type of Transaction:	G2C – Government	to Client		
	Who may avail:	Internal Clients (Office		e) Riddere	
				NHERE TO SECL	IDE
	CHECKLIST OF REQUIREMENTS Approved Purchase Request With Funding			MIERE IU SECU	JKE
	Approved Purchase Red	uest with Funding	FEES TO BE	PROCESSING	PERSON
	CLIENT STEPS	AGENCY ACTION	PAID	TIME	RESPONSIBLE
	Submit the Approved Purchase Request (APR)	Received the APR	None	3 minutes	Staff PS Office
Ì		Pre-numbering of APR	None	2 minutes	<i>Staff</i> PS Office
		Review for the completeness of the required documents	None	15 minutes	<i>Chief PS</i> PS Office
1	Attend Pre- procurement Conference	Pre-procurement Conference	None	1 day	Staff BAC Office <i>TWG</i> BAC Office
	Wait to be notified for the next activity	Preparation of the Invitation to Bid (ITB)	None	30 Minutes	Chief PS PS Office
		PhilGeps Posting of the ITB/ Advertisement	None	7 Days	<i>Chief PS</i> PS Office
	Attend the Pre-Bid Conference	Pre-bid Conference	None	1 Day	Staff BAC Office <i>TWG</i>
	1				BAC Office
1	Wait to be notified for the next activity	Received Bid Documents within the specified	None	12 Days (After The Pre- Bid)	Staff BAC Office
		period of submission and forward the submitted Bid Documents to BAC for Evaluation			<i>TWG</i> BAC Office





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend the Opening of Bids Conference	Attend the Opening of Bid Conference	None	1 Day	Chief PS PS Office
Wait for the Delivery of the Goods and Service procured	Received the BAC Resolution of Award/Abstract of Bids	None	1 Day	Staff PS Office
None	Present to the Board of Trustees (BOT) for Approval	None	Bot Time (Bot Meetings Are Scheduled Every 3 Months)	<i>Members of the Board of Trustees</i> Office of the BOT
None	Prepare the Notice of Award (NOA)	None	1 Day	<i>Chief PS</i> PS Office <i>Staff</i> BAC Office
None	Prepare the Contract/Purchase Order (PO)/Notice to Proceed (NTP)	None	1 Day	<i>Chief PS</i> PS Office <i>Staff</i> BAC Office
None	Issuance of PO/NTP	None	5 Minutes	Chief PS PS Office
	TOTAL	None	25 Days, 1 Hour and 55 Minutes	





> Physical Plant and General Services





PHYSICAL PLANT AND GENERAL SERVICES

1. Request for Repair And Maintenance Of Facilities This Office is responsible in the maintenance of Cleanliness of the

Institute vicinity and minor carpentry and repairs of facilities

				-
Office or Division:	School Plant and Janitorial Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices and Colleges)			1
CHECKLIST OF R		WHERE TO SECURE		
Approved Letter Reques Maintenance	st For Repair And	Client		1 .
Actual Copy Of Property/Furniture	The Damaged	Client		11.
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written request to the Office of the Director, Administrative Services	Acknowledge Receipt	None	5 Minutes	<i>Staff</i> Admin Office
None	Record at the Logbook	None	5 Minutes	<i>Staff</i> Admin Office
None	Approved Request	None	5 Minutes	<i>Director</i> Admin Office
None	Assign Personnel to perform the task/request	None	10 Minutes	<i>Director</i> Admin Office
	TOTAL	None	25 minutes	



> Transportation and Motorpool Services



TRANSPORTATION AND MOTORPOOL SERVICES

1. Utilization of Vehicle

This Office is responsible to dispatch Drivers and Vehicles to transport Employees, Faculty and Students in connection with their Official Functions/Duties.

Office or Division:	Transportation And I	Motorpool Servio	ces (TMS)	1 28
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Internal Clients (Offices and Colleges)			
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE		
Approved Letter Request For Repair And Maintenance		Client		
Actual Copy Of Property/Furniture	The Damaged	Client		1 1
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written request to the Office of the Director, Administrative Services	Acknowledge Receipt	None	2 minutes	<i>Staff</i> Admin Office
None	Approved Request Issue/Sign Trip Ticket	None	2 minutes	<i>Staff</i> Admin Office
None	Forward request to the Transportation and Motorpool Office	None	5 minutes	<i>Staff</i> Admin Office
None	Schedule the request and assign Driver and Vehicle	None	10 minutes	<i>Chief</i> TMS Office
	TOTAL	None	19 Minutes	



Records Management Services



RECORDS MANAGEMENT SERVICES

1. Mails And Other Official Communication/ Correspondence Service

Responsible for Routing of Mails and Dissemination of Written Correspondence/Communication or Institute Issuances

Office or Division:	Records Managem	nent Service (RM	S)		
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
51	G2C – Government to Client				
Who may avail:	Executive Officials, Academic and Non-Academic Personnel of EARIST			rsonnel of EARIST	
CHECKLIST OF RE			WHERE TO SECU		
Incoming Mails, Corresp					
Institute Issuances					
Outgoing Mails or Corres	spondence:				
1. Complete name and	address of the	Client			
Recipient					
2. Request for Posting/I	Mailing Form or	Records Manag	ement Service		
RMS Form No. 3	Ū				
3. Availability of Funds		Records Management Service or Financial			
		Management S			
4. Photocopy of corresp	ondence/	Client			
communication RMS					
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CEIENT STEFS	ACTION	PAID	TIME	RESPONSIBLE	
Incoming Mails	Delivered or	None	1 hour	Staff	
routing or delivery	Disseminated			RMS Office	
Outgoing Mails:	Check if the	None	5 minutes	Chief RMS	
1. Provide the	requirement is			RMS Office	
complete Name and	complete				
Address of the					
Recipient.					
2. Accomplish RMS	Check the entry	None	5 minutes	Chief RMS	
Form No. 3 or the	and			RMS Office	
request for mailing/	Approve the				
posting form	Form	Nana		Chief RMS	
3. Submit the original	Prepare the	None	10 minutes	RMS Office	
and 1 photocopy of the Communication	Mailing/Posting				
for Mailing/ Posting	Envelop				
for Maning/ Fosting	Mailing/Posting	Postage Fee	1 Day		
		varies on the	Bulk request		
		Charge of the	will depend on		
		Courier or	the availability	BB	
		Postal Service	of funds		
	TOTAL	None	1 Day, 2		
			Hours and 20		
			Minutes		



2. REQUEST FOR A COPY OF DOCUMENTS ON FILE

Attend to the Internal/External Client's request for a photocopy of documents that are under the Custody of this Office

Office or Division:	Records Management Service					
Classification:	Simple/Complex					
Type of Transaction:	G2G – Government to Government					
	G2C – Government to Client					
Who may avail:	Executive Officials, Academic and Non-Academic Personnel					
	and former Employees of EARIST and other Government or Private					
	Agencies/Institutions					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
RS Form No. 1 (Request for Documents Form)		Records Management Service (RMS)				
Clearance from the Dat	a Protection Officer	Data Privacy C	Office			
or FOI Office (this only	or FOI Office (this only applies for Clients					
	who are requesting in behalf of another		Freedom of Information Office			
person						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Fill-up RS Form No. 1	Check if entry is correct	None	5 minutes	Staff RMS Office		
Secure Clearance from the Data Protection Officer or FOI Office	Referred to the Data Privacy Office or Freedom for Information Office	None	Refers to the DPO or FOI	Data Protection Officer VPREIA		
				FOI Receiving Officer InfoPAS Office		
Submit RS Form No. 1 or Request for Document Form (Clearance from the DPO or FOI if necessary)	Approve/Disapprove	None	10 minutes	Chief RMS RMS Office		
Tracking or Locating of Documents	Locate Documents from the Files	None	10 days	Chief RMS RMS Office		
Releasing	Inform the Client thru text or SMS (or other option by	None	5 Minutes	Chief RMS RMS Office		
	the Clients) TOTAL	None	10 Days and 20 minutes			



3. Authentication Of Documents

Validation of the accuracy and correctness of documents before its submission to other offices or other government agencies

				-	
Office or Division:	Records Management Service (RMS)				
Classification:	SIMPLE		1.1	9	
Type of	G2G – Government To Government				
Transaction:	G2C – Government To Client				
Who may avail:	Executive Officials, Academic and Non-Academic Personnel of EARIST				
	REQUIREMENTS WHERE TO SECURE				
Approved Letter Reque	est	Client		V 07	
Trip Ticket		•	Transport And Motorpool Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Accomplish RMS Form No. 2 (Request for Authentication	Approve/Disapproved Request Form	None	10 minutes	Chief RMS RMS Office	
Verification/Validation of documents subjected for certification	Verify or Validate submitted documents	None	1 hour	Chief RMS RMS Office	
Stamping of the Certificate of Authenticity whichever is applicable:	 Stamped the Certificate of Authenticity whichever is applicable: a. Certified True Copy - for the Original Copy only. b. Certified Photo Copy – where the original copy of the documents is on file. c. Certified Photo Copy from the Original – where the original copy is on file at RMS. 	None	1 hour	Chief RMS RMS Office	
			1	- All	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signing of the certificate of Authentication	Affixing Signature and the date signed at the certificate of Authentication	None	2 hours	Chief RMS RMS Office
Registration of the Documents at the Outgoing Logbook before its release.	Record at the Certified (Outgoing) Logbook.	None	15 minutes	Staff RMS Office
Releasing of documents	Release documents to the interested party	None	5 minutes	<i>Staff</i> RMS Office
	TOTAL	None	4 Hours and 30 Minutes	



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Information System Hardware **Services**





INFORMATION SYSTEM HARDWARE SERVICES

1. Request for End-user Support

The procedure starts from the time the end-user request is received by the office until such time the action taken by the service is relayed to the end-user.

office drift such the deton taken by the service is relayed to the end dser.				
Office or Division:	Information Syster	n Hardware Serv	ices (ISHS)	
Classification:	Simple			
Type of Transaction:	G2C – Governmer			1
Who may avail:	Chiefs of offices ar			
CHECKLIST OF RE			WHERE TO SECU	JRE
End-user request		From the reques	sting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for end-user support	Evaluate the request	None	1 hour	Student Assistants ISHS Office ISHS Chief ISHS Office
None	Conduct troubleshooting.	None	2 hours if there are no complex problem;5 hours if there are complex problem	Student Assistants ISHS Office ISHS Chief ISHS Office
None	Inform end-user that the problem has been solved or not	None	1 hour	ISHS Chief ISHS Office
	TOTAL	None	9 hours	



2. Request for IT Equipment Repair Service

The procedure starts from the time the end-user request is received by the office until such time the action taken by the service is relayed to the end-user.

Office or Division:	Information System Hardware Services			
Classification:	Highly Technical			0 0
Type of Transaction:	G2C – Government	to Client		0.
Who may avail:	Chiefs of offices an		ninistrative and Fi	nance Sector
CHECKLIST OF RE			WHERE TO SECU	
End-user request		From the reque		1.
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request	Receive and evaluate the request	None	1 hour	Student Assistants ISHS Office ISHS Chief ISHS Office
None	Determine if equipment is still under warranty. If under warranty, forward request to the PMS to inform the supplier	None	1 hour	ISHS Chief ISHS Office
None	If no longer under warranty, conduct trouble shooting	None	3 hours	ISHS Chief ISHS Office
None	If equipment is no longer repairable, inform the PMS	None	1 hour	ISHS Chief ISHS Office
None	If still repairable, inform end-user of the result of the evaluation	None	2 hours	ISHS Chief ISHS Office
	TOTAL	None	8 hours	

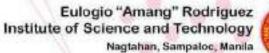
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3. Request for File Recovery

The procedure starts from the time the end-user request is received by the office until such time the action taken by the service is relayed to the end-user.

Office or Division:		Information System Hardware Services			
Classification:	Complex				
Type of Transaction:	G2C – Government to Client				
Who may avail:	Chiefs of offices and staff under Administrative and Finance Sector				
CHECKLIST OF RE					
End-user request					
		From the requisitioning officer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit letter of request	Receive the request and analyze the problem	None	1 hour	ISHS Chief ISHS Office	
None	If the requesting officer is not the owner of the file, return without action	None	30 minutes	ISHS Chief ISHS Office	
None	If the requesting officer is the file owner, start the file recovery	None	1 hour the minimum, depending on the number of files to be recovered	ISHS Chief ISHS Office	
None	Inform the end- user that files have been recovered	None	1 hour	ISHS Chief ISHS Office	
	TOTAL	None	3 hours and 30 Minutes		





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S-Security **Services**





SECURITY SERVICES

1. Gain Entrance to EARIST Campus

The Procedure covers from the time students and visitors will enter the School Campus.

Office or Division:	Security Services (SS)				
		33)			
Classification:	Simple				
Type of Transaction:	G2C – Governmen	G2C – Government to Citizen			
Who may avail:	Students and Visito	Students and Visitors			
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	JRE	
Student Identification		Registrar's Offic	e		
Certificate of Registratio	n	Registrar's Offic	e		
Valid Identification (Visite	or)	Any Governmer	nt or Legal entity		
	AGENCY	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
A. Student Entering	Check uniform,	None	5-10 Secs.	Security Guard on	
the Gate	Check Identity			Duty	
	and Check ID			SS Office	
1	Validity				
B. Visitor/s Entering	Ask for Purpose,	None	3-5 Mins.	Security Guard on	
the Gate	Check Identity			Duty	
	Sign Visitor's Log			SS Office	
1	u				
	Book Issue				
	Visitor's Pass				
	TOTAL	None	5 Minutes		
			and 10 Secs.		





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Fina **Financial** Management Services





FINANCIAL MANAGEMENT SERVICES (FMS)

1. Preparation of Payroll (National Paid)

This refers to the process of paying the regular salaries of National Paid Employees prepared to a list from Abstract of absences and deductions to calculating deductions and wages, producing payment lists and accompanying payment documents, creating direct deposits thru fund transfers and remitting tax payment and other remittance necessary approved for payment by the Head of the Agency.

Office or Division:	Financial Management Services (FMS)			
Classification:	Complex			
Type of Transaction:	G2C – Governmer	nt to Client		
Who may avail:	Executive Staff, Fa		rademic Personne	<u>ا</u> م
CHECKLIST OF RE			WHERE TO SECL	
Daily Time Record (DTR			Resource Manag	
Abstract of Absences an deductions	d other	Chief, Payroll S	ervice	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DTR with signature	Prepare Abstract of Absences and other deductions	None	1 day	<i>Chief, Payroll Service</i> FMS Office
None	Prepare Disbursement Voucher, JEV and obligation of Request (Fund 101)	None	1 hour	Chief, Payroll Service FMS Office
None	Recording to RAO (Payroll, JEV, Obligation Request, Disbursement Voucher)	None	1 hour	<i>Staff, Budget Services</i> FMS Office <i>In-charge, Fund</i> <i>101</i> FMS Office





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Signing of Payroll, Disbursement Voucher, JEV and Obligation Request (Fund	None	1 day	Chief, Payroll FMS Office Chief, HRMS HRMS Office
	101)			Director Admin Office Chief, Budget Services FMS Office
				Chief, Accounting Services FMS Office
				<i>Director</i> FMS Office
				<i>Director</i> IAS Office
				<i>President</i> Office of the President
None	Prepare LDDAP/SLIIE and Data Base	None	1 day	Chief, Payroll Service FMS Office
				<i>Chief, Accounting Service</i> FMS Office
None	Signing of LDDAP	None	1 day	Director FMS Office
				<i>VPAF</i> VPAF Office
None	Submit LDDAP, SLIIE and Data Base	None	1 day	Chief, Cashier Serv.
	TOTAL	None	5 days and 2 hours	



2. Preparation of Payroll (City Paid)

This refers to the process of paying the regular salaries of City-Paid Employees prepared to a list from Abstract of absences and deductions to calculating deductions and wages, producing payment lists and accompanying payment documents, creating direct deposits thru fund transfers and remitting tax payment and other remittance necessary approved for payment by the Head of the Agency

Office or Division:	Financial Manager	nent Services (Fl	MS)	
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Client		
Who may avail:	Executive Staff, Fa	aculty and Non-A	cademic Personne	el
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Daily Time Record (DTF	R)/Form 48	CLIENT/Human (HRMS)	Resource Manag	gement Service
Abstract of Absences ar deductions	nd other	Chief, Payroll S	ervice	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DTR with signature	Prepare Abstract of Absences and other deductions	None	1 day	In-charge, City Payroll FMS Office
None	Prepare Disbursement Voucher, JEV and obligation of Request (Fund 101)	None	1 hour	In-charge, City Payroll FMS Office
None	Recording to RAO (Payroll, JEV, Obligation Request, Disbursement Voucher)	None	1 hour	Chief, Budget Service FMS Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
None	Signing of Payroll,	None	1 day	In-charge, City Payroll
2500	Disbursement Voucher, JEV			FMS Office
	and Obligation Request and		11	Chief, Payroll FMS Office
	Status and Memorandum		11	Chief, HRMS HRMS Office
			$\langle \rangle$	<i>Director</i> Admin Office
				Chief, Budget Services FMS Office
				<i>Chief, Accounting Services</i> FMS Office
				<i>Director</i> FMS Office
				<i>Director</i> IAS Office
				<i>President</i> Office of the President
None	Prepare Data Base	None	1 day	Staff, Payroll Service FMS Office
	Submit Data Base to City Hall for processing of Payment			In-charge, City Payroll FMS Office
				City Liason Officer HRMS Office
	TOTAL	None	3 days and 2 hours	

3. Preparation of Honorarium Payroll

This refers to the process of paying the honoraria of instructors and Part-time lecturers prepared to a list from Abstract of absences and deductions to calculating deductions and wages, producing payment lists and accompanying payment documents, creating direct deposits thru fund transfers and remitting



tax payment and other remittance necessary approved for payment by the Head of the Agency

Office or Division:	Financial Manager	ment Services (Fl	MS)	
Classification:	Highly Technical			
Type of Transaction:	G2C – Governmer	nt to Client		
Who may avail:	Executive Staff, Fa	aculty and Non-A	cademic Personne	el
CHECKLIST OF RE			WHERE TO SECU	
Daily Time Record (DTF			Resource Manag	
Approved Drogram for F	coulty.	· · /		
Approved Program for F	acuity	College Deans		
Approved Budget			Service Director/C	
Signed Designation			ce Management S	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DTR/F48 with	Check DTR/F48	None	1 week (5	Staff, Payroll
signature	against the Designation and Budget Program		days)	<i>Service</i> FMS Office
None	Encoding/ Tax Computation	None	1 hour	<i>Staff, Payroll Service</i> FMS Office
				<i>Staff, Accounting Service</i> FMS Office
None	Payroll preparation and checking of entry	None	1 day	<i>Staff, Payroll Service</i> FMS Office
				Chief Accounting Service FMS Office
None	Prepare BUR, Disbursement Voucher and JEV	None	1 hour	Staff Accounting Service FMS Office
None	Sign Payroll, BUR, Disburse- ment Voucher and JEV	None	1 day	<i>Chief, HRMS</i> HRMS Office <i>Director</i> Admin Office
				<i>Chief, Accounting Services</i> FMS Office
11K				Director FMS Office
None	Prepare Check	None	1 day	Staff Cashiers Office
	TOTAL	None	8 days and 2 hours	





4. Payment to Suppliers and Contractors

This refers to the process of paying the various suppliers and contractors of the Institute, producing necessary and related documents for payment, creating direct deposits thru fund transfers and remitting tax payment necessary approved for payment by the Head of the Agency

Office or Division:	Financial Manag	amont Sarvicas (
Classification:	Simple			
Type of Transaction:	G2C – Governm	ont to Clight	(
Who may avail:	External Client (S		ntractora)	
CHECKLIST OF REC			WHERE TO SEC	
			WHERE TO SEC	URE
Approved Letter Reques		Client		
Annual Procurement Pla	· · · · ·		anagement Servic	
Program Procurement M Plan (PPMP)			anagement Servio	
Purchase Order Or Cont	ract		anagement Servic	
Documents Presented D Bidding Process	uring The	Bids And Award	ls Committee (BA	C)
Inspection Acceptance R	Report (IAR)	Property Manag	jement Service (P	MS)
Acceptance And Acknow Receipt (Are)	ledgement	Property Manag	jement Service (P	MS)
Inventory Custodian Slip	(ICS)	Property Management Service (PMS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved letter request	Prepare Disbursement Voucher and JEV	None	1 hour	In-charge, Fund 101 FMS Office or In-charge, Fund 164 FMS Office or In-charge Fund 151 FMS Office
None	Sign JEV or	None	30 minutes	Director FMS Office Director IAS Office President Office of the President



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Sign Disbursement Voucher (DV) and JEV	None	5 minutes	In-charge, Fund 101 FMS Office Chief, Accounting Service FMS Office or In-charge, Fund 164 FMS Office Chief, Accounting Service FMS Office or In-charge Fund 151 FMS Office Chief, Accounting Service FMS Office
None	Prepare Check or Prepare LDDAP, SLIIE, Data base	None	10 minutes	<i>Chief</i> Cashiers Office <i>Chief Accounting</i> <i>Service</i> FMS Office
	TOTAL	None	1 Hour & 45 Minutes	



5. Request Funding for Training/Seminars

This refers to the process of paying the request of permanent employees and faculty members as well as student leaders aiming to attend different training, seminar, workshop and conferences within Metro Manila and other provinces.

	ffice or Division:	Financial Management Services (FMS)				
CI	lassification:	Simple		1.1		
Ту	ype of Transaction:	G2C – Governmer	nt to Client			
W	/ho may avail:	External Client (Su	ppliers And Cont	ractors)		
	CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Ap	Approved Letter Request To Attend		Client			
Se	Seminar/Workshop			~ ~		
In	vitation From The Orga	anizer Of	Client/Organize	r		
Se	eminar/Workshop					
Er	ndorsement From CHE	D	Commission Or	Higher Education	n (CHED)	
Er	ndorsement From The	College	Dean Of Colleg	e/Service Director	With The	
De	ean/Service Director		Recommending	Approval Of The	Sectoral Vice	
			President			
ltir	nerary Of Travel		Accounting Ser		1 1	
	CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	OLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
	ubmit approved letter	Funding of the	None	1 Hour	Director	
re	equest for Funding	Request			FMS Office	
					President	
		Forward to the			Office of the	
		Office of the			President	
		President for the			ricoldoni	
					0	
		•				
		· /	Ness		04=#	
			None	5 Minutes		
		•			FINS Office	
-			Nono	1 Hour	In-charge Fund	
			NULLE	THOUT		
					or	
					-	
		, 3			FINS Office	
					or	
				1	151	
					FMS Office	
		issuance of the Staff Dev't/ Special Order (SO) Received the Special Order/ Staff Dev't. Memo from the OP Prepare the Disbursement Voucher (DV) /JEV and Obligation Request (Fund 101)/Budget Utilization Request (Fund 164 & Fund 151)	None	5 Minutes	In-charge, Fund 164 FMS Office or In-charge Fund 151	



	1			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTION	PAID	TIME	RESPONSIBLE
	Sign the DV, JEV	None	40 Minutes	In-charge, Fund
	and Obligation			101
	Request (Fund			FMS Office
	101)/ and BUR			
	(Fund 164 &			or
				In-charge, Fund
	Fund 151)			164
				FMS Office
				or
				In-charge Fund
				151
				FMS Office
1 1	Prepare Check	None	10 minutes	Chief
	or			Cashier Office
	LDDAP, SLIIE	None	10 minutes	Chief, Accounting
	,			Service
				FMS Office
10	and Data Base	None	10 minutes	Staff, Payroll
				Services
				FMS Office
				Chief, Payroll
				Services
				FMS Office
	TOTAL	None	2 hour & 45	
			minutes	

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6. Payment of Stipend of ESGP-PA Scholars

This refers to the process of paying the stipend of students, grantees, or scholars under the ESGP-PA.

Office or Division:	Financial Manageme	nt Services (FM	S)	
Classification:	Simple		11	
Type of Transaction:	G2C – Government t	o Citizen	11	
Who may avail:	Students / Scholars			
CHECKLIST OF R	EQUIREMENTS	V	VHERE TO SECU	JRE
Certificate of Registratio	n	Interested Part	y shall provide the	e original or
		photocopy		
Student's Statement of A	Account	Interested Part photocopy	y shall provide the	e original or
Copy of Grades			y shall provide the	e original or
Approved List of Qualifie	ed Student Grantees		y shall provide the	e original or
Approved Endorsement	roved Endorsement Letter of OSA Interested Party shall provide the origina photocopy			e original or
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive, record documents from the different colleges	Verify or Validate submitted documents from OSA	None	4 Hours	<i>Staff</i> FMS Office
None	Evaluation of documents subjected for certification of submitted documents	None	5 minutes	Staff Accounting Services FMS Office
None	Prepare payroll for the grantees / scholars	None	1 hour	Staff Accounting Services FMS Office
None	Preparation of Disbursement Voucher, JEV and Obligation Request or Budget Utilization Request (ObR or BUR)	None	1 hour	Staff Budget Services FMS Office
None	Record to RAO the payment to the worksheet	None	5 minutes	Staff Budget Services FMS Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Signing of Disbursement Voucher, JEV and Obligation Request or Budget Utilization Request (ObR or BUR)	None	1 day	Director SAS Office Chief, Budget Service FMS Office Chief, Accounting Services FMS Office Director FMS Office Director IAS Office President Office of the President
None	Preparation of LDDAP, SLIIE, Database; or	None	10 mins	Chief, Accounting Services FMS Office
None	Preparation of Check	None	10 mins	<i>Chief</i> Cashier Office
None	Signing of LDDAP, SLIIE, Database or Check	None	1 day	Director FMS Office VPAF VPAF Office President Office of the President
	TOTAL	None	2 Days, 6 Hours and 30 Minutes	



7. Payment of Refund of Tuition

This refers to the process of paying the refund of tuition fee of various students and scholar of different scholarship providers like Quezon City Government, necessary approved for payment by the Head of the Agency

Office or Division:	Financial Management S	Services (F	MS)	
Classification:	Simple		1	
Type of Transaction:	G2C – Government to C	itizen		
Who may avail:	Students / Scholars			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SI	ECURE
Request Letter for refund		Interested	Party shall provi	de the original
Certificate of Registration	n	Interested	Party shall provi	de the photocopy
Official Receipt of tuition	Fee	Interested	Party shall provi	de the photocopy
Certificate of Scholarship		Interested	Party shall provi	de the original or
Hall or Scholarship Prov	ider	photocop	y	
Student's Statement of A	Account	Interested	Party shall provi	de the original or
		photocop	y	1 1
Endorsement and List of	Scholars from City Hall	Interested	d Party shall provi	de the original or
or Scholarship Provider		photocop		1
Approved Endorsement	Letter of OSA		Party shall provi	de the original
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive, record documents from the	Verify or Validate submitted documents	None	4 Hours	<i>Staff</i> FMS Office
different colleges	from OSA	Num	5	Otoff Accounting
None	Evaluation of documents subjected for certification of submitted documents	None	5 minutes	<i>Staff Accounting Services</i> FMS Office
None	Prepare payroll for the grantees / scholars	None	1 hour	Staff Accounting Services FMS Office
None	Preparation of Disbursement Voucher, JEV and Obligation Request or Budget Utilization Request (ObR or BUR)	None	1 hour	Staff Budget Services FMS Office
None	Record to RAO the payment to the worksheet	None	5 minutes	Staff, Budget Service FMS Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Signing of Disbursement Voucher, JEV and Obligation Request or Budget Utilization Request (ObR or BUR)	None	1 day	Director OSA Office Chief, Budget Service FMS Office Chief, Accounting Services FMS Office Director FMS Office Director IAS Office President Office of the president
None	Preparation of LDDAP, SLIIE, Database; or	None	10 mins	Chief, Accounting Services FMS Office
None	Preparation of Check	None	10 mins	<i>Chief</i> Cashier Office
None	Signing of LDDAP, SLIIE, Database or Check	None	1 day	Director FMS Office VPAF VPAF Office President Office of the President
	TOTAL	None	2 Days, 6 Hours and 30 Minutes	. roomoni

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Financial Managem Management Services – **Business** Development Services



FINANCIAL MANAGEMENT SERVICES – BUSINESS DEVELOPMENT SERVICES (FMS-BDS)

1. Request of Issuance Of Canteen Clearance

This is a request from various canteen concessionaires aiming to secure a clearance as requirement for renewal of contract of lease

Office or Division:	Financial Management Services – Business Development Services (FMS – BDS)				
Classification:	Simple				
Type of Transaction:	G2C – Government to C				
Who may avail:	Canteen Concessionaire				
	REQUIREMENTS		WHERE TO SE		
Original Copy of Latest E Accounts	Billing / Statement of	Interested F	Party shall provi	de the original	
Original or Photo copy o	f official receipts	Interested F photo copy	Party shall provi	de the original or	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
Receive, record documents from the concessionaire / tenant	Verify or Validate submitted documents	None	5 minutes	Staff FMS – BDS Office	
Evaluation of documents subjected for certification	Verify or Validate submitted documents	None	5 minutes	<i>Chief</i> FMS – BDS Office	
Preparation of Certification of No Outstanding Balance / Canteen Clearance	Prepare Certification of Canteen Clearance showing that he/she has no outstanding balance.	None	5 minutes	<i>Chief</i> FMS – BDS Office	
Signing of the Certification of No Outstanding Balance / Canteen Clearance	Affixing Signature and the date signed at the Certification of No Outstanding Balance / Canteen Clearance	None	5 minutes	<i>Director</i> FMS Office	
Registration of the Documents at the Outgoing Logbook before its release.	Record at the Certified (Outgoing) Logbook.	None	5 minutes	Staff FMS – BDS Office	
Issue the certification	Release documents to the interested party	None	5 minutes	<i>Staff</i> FMS – BDS Office	
	TOTAL	None	30 Minutes		



2. Application of New Canteen Concessionaire

This is a service for those client/person who wanted to put up a business in the school premises

Office or Division	:	•	Financial Management Services – Business Development Services (FMS – BDS)				
Classification:		Highly Technical		11			
Type of Transacti	on:	G2C – Government	to Citizen	1.1			
Who may avail:		Canteen Concessior		ts of EARIST			
)F R	EQUIREMENTS		WHERE TO SECURE			
Letter of Intent			Interested Pa	arty shall provide th	ne original		
Legal Documents I	ike b	usiness permit,			ne original or photo		
Barangay Clearand	Barangay Clearance, NBI/Police Clearance,		сору				
	DTI R	egistration, Sanitary					
Permit and others.					1 1 1		
CLIENT STEPS	6	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Receive, record documents from th applicant/s.	е	Verify or Validate submitted documents	None	5 minutes	Staff FMS – BDS Office		
Evaluation of documents subject for certification	ed	Verify or Validate submitted documents	None	5 minutes	Staff FMS – BDS Office		
Announcement of shortlisted applicar as concessionaire from the screened documents	nts	Prepare a list of qualified applicants	None	14 Days	<i>Chief</i> FMS – BDS Office		
Food Tasting Shortlisted Applicants shou prepare: ➤ Food of Cho (specialty)		Taste the food to be served if given the chance to operate.	None	1 day	<i>IGP Committee</i> FMS – BDS Office		
Interview on the knowledge, food sanitation, food preparation, food costing, handling s and business profil of the shortlisted applicants.		Interview the applicant/s to check the knowledge and how the food was being prepared to ensure its cleanliness and its affordability.	None	1 day	<i>IGP Committee</i> FMS – BDS Office		
Awards for new concessionaire		Prepare list of new concessionaire / tenant	None	1 hour	IGP Committee FMS – BDS Office		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Crafting of Contract of Lease	To prepare a contract in between the concessionaire and EARIST	None	1 hour	Legal Counsel Office of the Legal Counsel
Issuance of Contract of Lease	Issue the Contract of Lease to the Concessionaire to affix their signature with their witness.	None	5 minutes	<i>Chief</i> FMS – BDS Office
Signing of Contract of Lease	Record the returned Contract of Lease to the Outgoing Logbook of the Office to the Office of Chairman, IGP Committee and President for their signature.	None	1 hour	Chairman, IGP Committee FMS – BDS Office <i>President</i> Office of the President
	TOTAL	None	16 Days, 3 Hours and 15 Minutes	

3. Rental of the Institute's Facilities

This is a service to different requesting parties from the Institute as well as the community and the private entity or individual who wanted to conduct an activity or event within the school premises.

Office or Division:	Financial Manageme	Financial Management Services – Business Development Services		
	(FMS – BDS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Organization	ns, Faculty, Employees, Private		
-	Company/Individual			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
Letter of Intent stating the	ne schedule of the	Interested Party shall provide the original or photo		
activity		сору		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter of intent to the office	Receive and Evaluate the application as to the availability of	None	5 minutes	Staff FMS – BDS Office
	the venue requested If the venue is not available, the client must revise their letter and change the date of their activity if they want to.			
Secure Application Form for the Use of Facilities	Issue Application Form to be accomplished by the requesting person or the client.	None	5 minutes	Staff FMS – BDS Office
Secure Order of Payment	Prepare the Order of Payment indicating the amount to be paid	1,000/day (depends on the number of days in their request)	5 minutes	<i>Staff</i> FMS – BDS Office
Payment of Rental Fee	Receive the payment and issue Official Receipt	1,000/day (amount indicated in the Order of Payment)	5 minutes	Staff Cashier's Office
Signing of Application Form for the Use of Facilities by the concerned officials	Attach to the Application Form the Letter of Intent, Order of Payment, Official Receipt for rental payment	None	1 hour	In-Charge of the Venue FMS – BDS Office Director Admin Services President Office of the President
Confirmation of Schedule of event to the in-charge of the venue	Give copy of the duly approved application form for the use of facilities with other relative documents	None	5 minutes	In-Charge of the Venue FMS – BDS Office
Reminder of the Event to the in- charge of venue	Remind the in-charge of the venue to the upcoming activity	None	10 Minutes	In-Charge of the Venue FMS – BDS Office
	TOTAL	None	1 Hour and 35 Minutes	



4. Issuance of Contract of Leased Old Canteen Concessionaire

This is a service from various canteen concessionaires aiming to continue their business operation in the Institute.

Office or Division:	Financial Management Services – Business Development Services (FMS – BDS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Ci	tizen		
Who may avail:	Canteen Concessionaires	s / Tenants o	f EARIST	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Letter of Intent		Interested F	Party shall provide	the original
Clearance / Certificate o Balance	of No Outstanding	Interested F	Party shall provide	the original
Legal Documents like business permit, Barangay Clearance, NBI/Police Clearance, BIR Registration, DTI Registration, Sanitary Permit and others.		Interested Party shall provide the original or photo copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive and screen the documents from the applicant/s.	Verify or Validate submitted documents	None	5 minutes	Staff FMS – BDS Office
Announcement of concessionaires to be renewed	Prepare a list of concessionaires for renewal	None	14 Days	<i>Chief</i> FMS – BDS
Endorse to the VPAF the concessionaires for renewal	Prepare endorsement letter to be submitted to the Office of VPAF	None	5 minutes	Staff FMS – BDS Office
Approval of the concessionaires for renewal	Prepare endorsement letter to be submitted to the Office of President	None	5 minutes	<i>VPAF</i> VPAF Office
Crafting of Contract of Lease	To prepare a contract in between the concessionaire and EARIST	None	1 hour	<i>Legal Counsel</i> Office of the Legal Counsel
Issuance of Contract of Lease	Issue the Contract of Lease to the Concessionaire to affix their signature with their witness.	None	5 minutes	<i>Chief</i> FMS – BDS Office
	Signing of Contract of Lease	None	1 hour	<i>President</i> Office of the President
	TOTAL	None	14 Days, 2 Hours 20 Minutes	



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Cash and Disbursement Services





CASH AND DISBURSEMENT SERVICES

1. Collection of Fees and Payment for Enrollment

Collection of Student Tuition and other Miscellaneous Fees

Office or Division:	Cash And Disbursement Service (Cashiers)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Student			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			JRE
Student Clearance	Dean's Office			
Enrollment Form		Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Clearance	Accept, verify and signed clearance	None	2 minutes	Staff Cashiers office
Payment of Enrollment Fees	Check student's outstanding balance, accept cash print out and Issue Official Receipt	Based on the Assessment of the Financial Management Service (FMS)	2 minutes	Staff Cashiers office
	TOTAL	None	4 minutes	

2. Payment for Rental

Collection of Fees from the Rental of IGP Stalls, Venue and Facilities

Office or Division:	Cash and Disbursement Service				
Classification:	Simple				
Type of Transaction:	G2C – Government to Client				
Who may avail:	Client/Interested P	arties			
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	RE	
Order of Payment		Business Development Service (BDS)			
Identification Card		Issued by any Government Office			
CLIENT STEPS	AGENCY	FEES TO BE PROCESSING PERSON			
OLIENT OTEL O	ACTION	PAID	TIME	RESPONSIBLE	
Present Order of	Verify ID and	None	2 minutes	Staff	
Payment and	Order of			Cashiers office	
Identification Card to	Payment				
the Cashier				1	
Payment of Rental	Received		2 minutes	Staff	
II. Jacob State	Payment & Issue	None		Cashiers office	
	Official Receipt			1 1	
	TOTAL	None	4 minutes		





3. Disbursement of Checks

Service Description Issuance of Checks as Payment for Services and or Procurement of Goods

Office or Division:	Cash and Disburse	ement Service	11	
Classification:	Simple			
Type of Transaction:	G2C – Government To Client			
Who may avail:	Client/Interested Parties			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		IRE
Identification Card		Issued by any Government Office		
Representative of the Pa	ayee shall provide	From the Payee	9	
Authorization Letter				
Official Receipt		Supplier		1 1 1
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the necessary requirements	Verify ID and review the supporting documents of the DV	None	2 minutes	<i>Chief</i> Cashiers office
	Ask Client to Sign at the Disbursement Voucher	None	2 minutes	Chief Cashiers office
	Review all entries on the checks is correct	None	2 minutes	Chief Cashiers office
	Issuance of Check to Client	None	2 minutes	<i>Chief</i> Cashiers office
Claim Checks from the Cashier	Records at the Releasing Logbook	None	2 minutes	<i>Chief</i> Cashiers office
Acknowledge receipt of Check at the Record Book	Review if all entries at the Check is correct	None	2 minutes	Chief Cashiers office
	TOTAL	None	12 Minutes	



4. Payment of Other School Fees

Collection of payment for other miscellaneous fees such as payment for the Transcript of Records (TOR), Honorable Dismissal, Certificate of Registration, Authentication of TOR, Completion Form, Certificate of Good Moral Character, Certified True Copy on the Report of Grades, Dropping Forms, etc.

Office or Division:	Cash and Disburse	ment Service		
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Student			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECU		IRE	
Student ID or the Certifi	cate of Student's	Student		
Registration Form		Registrar's Offic	ce (SARRMS)	
Application for Records	Request Slip	Cashier's Office	;	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the school ID or the Student's Registration Form to the Cashier on duty	Verify school ID or Registration Form	None	2 minutes	<i>Staff</i> Cashiers office
Pay the amount corresponding to the desired request	Accept Cash Issue Official Receipt	Fees are determined by the Registrar's Office	2 minutes	<i>Staff</i> Cashiers office
	TOTAL	None	4 minutes	





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Office Office of the **Vice President** for Academic Affairs

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VICE PRESIDENT FOR ACADEMIC AFFAIRS SERVICES

1. Program Curriculum

Provide a copy of Program Curriculum (Course Syllabus/Course Outline, Course Description and/or Course Crediting) approved by the Chairperson, Dean and Vice President for Academic Affairs

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students (Current, Former and Graduates), Faculty Personnel and/or			Personnel and/or
	Academic Personnel			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
Log in request		College Servi	ices	
Letter of Request		Client Concer	rn	
Course Description of the	Course	VPAA / College / Client Concern		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCTACTION	BE PAID	TIME	RESPONSIBLE
Submit the letter of	Evaluate the	None	1 Day	Area Chairperson
request and course	document			Dean's Office
description of the	submitted			o " - D
course				College Dean
				Dean's Office
None	Endorse for	None	1 Day	College Dean
	approval and		, Day	Dean's Office
	submit to SARRMS			
	TOTAL	None	2 days	

2. Completion Grade

Validation of the Completion Form submitted by the concerned faculty and endorsement to the Registrar's Office for processing.

Office or Division:	Colleges		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Students and Faculty Personnel		
CHECKLIST OF REQ	QUIREMENTS WHERE TO SECURE		
Completion Form with OR Number and		Registrar / Cashier / Faculty / Student / College	
Faculty Signature	100		
Log in receipt	£	College Services	
ID Log in receipt		College Services	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approval of Completion Form Submit Completion Form with OR Number and Faculty approval	Assist the Client	None	5 minutes	College Dean Dean's Office
Faculty Copy Sign in the Client Log-in request	Give the Log Book/form to the client	None	15 Minutes	College Dean Dean's Office
Student's Copy Sign in the Client Log-in receipt and present ID	Give the Log Book/form to the client	None	15 Minutes	College Dean Dean's Office
· ·	TOTAL	None	35 Minutes	

3. Faculty Teaching Load

Preparation and Assignment of Faculty Teaching Load and provide Computer System Generated Faculty Load Sheet Copy to faculty personnel.

Office or Division:	Colleges			1
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty Personnel	and/or Acade	emic Personnel	
CHECKLIST OF REQ	UIREMENTS		WHERE TO SEC	URE
Log in receipt		College Services		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CEIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
Log in request	Assist the	None	15 Minutes	Staff
	Faculty			Dean's Office
	-			- · · ·
Computer System	Assist the	None	15 Minutes	Staff
Generated Faculty Load	Faculty			Dean's Office
Sheet Copy				
	TOTAL	None	30 Minutes	



4. Admission / Enrollment

Application of students to be accepted in a certain program of the college and submission of requirements

4.1 College Interview

Evaluation of student's knowledge and aptitude through program preparedness test (PPT) and interview during admission.

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Old Students, New Students/Qualified Applicants, Transferees,			
	Shifters and Academic or Non-Academic Personnel			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Notice of Admission / ECAT Result /		Registrar		
Accomplished Application				
Chairperson's Evaluation		Area Chairpe	rson	
Recommending approval from concerned College Dean		College Servi	ces	
Withdrawal / Changing / A	Adding Form	College / Reg	iistrar	
Letter of Request with rec		VPAA / College / Area Chairperson / Student		
approval by the concerne	5		5	
chairperson				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
College Interview /	Assist the Student	None	1 Day	Program
College Assessment.				Chairperson
Submit Notice of				
Admission / ECAT				
Result / Accomplished				
Application Form		N 1	1.5	
Submit Chairperson's	Issuance to	None	1 Day	Enrolling Officer /
Evaluation	Student of			Program
	Advisement Slip	Nono		Chairperson
	TOTAL	None	2 days	



4.2 Cross Registration

Subjects to be taken by the students to other colleges or school.

Office or Division: Colleges Classification: Simple Type of Transaction: G2C – Government to Citizen Who may avail: Old Students, New Students/Qualified Applicants, Transhifters and Academic or Non-Academic Personnel CHECKLIST OF REQUIREMENTS WHERE TO SECURE Notice of Admission / ECAT Result / Registrar	
Type of Transaction: G2C – Government to Citizen Who may avail: Old Students, New Students/Qualified Applicants, Transhifters and Academic or Non-Academic Personnel CHECKLIST OF REQUIREMENTS WHERE TO SECURE	
Who may avail: Old Students, New Students/Qualified Applicants, Transferrer Shifters and Academic or Non-Academic Personnel CHECKLIST OF REQUIREMENTS WHERE TO SECURE	
Shifters and Academic or Non-Academic Personnel CHECKLIST OF REQUIREMENTS WHERE TO SECURE	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	٤E
	RE
Notice of Admission / ECAT Deput / Desister	
Notice of Admission / ECAT Result / Registrar	
Accomplished Application Form	
Chairperson's Evaluation Area Chairperson	
Recommending approval from concerned College Services	
College Dean	1 1
Withdrawal / Changing / Adding Form College / Registrar	
Letter of Request with recommending VPAA / College / Area Chairperson	on / Student
approval by the concerned program	~
chairperson	1
	- A.
CLIENT STEPS AGENCY FEES TO PROCESSING	PERSON
ACTION BE PAID TIME RE	ESPONSIBLE
	College Dean
	Dean's Office
Dean	
	Program
	Chairperson
	Dean's Office
TOTAL None 1 day	



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4.3 Approval Of Withdrawal From Enrolment, Dropping, Changing And Adding Courses

Assessment of subjects enrolled by the students for withdrawal, dropping, changing and adding of subjects.

	Office or Division:	Colleges					
	Classification:	Simple					
Ş	Type of Transaction:	G2C – Government	to Citizen				
	Who may avail:	Old Students, New S	Students/Qualif	fied Applicants, Tr	ansferees,		
		Shifters and Acaden	nic or Non-Aca	demic Personnel			
	CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE		
	Notice of Admission / EC.	AT Result /	Registrar				
	Accomplished Application	n Form					
/	Chairperson's Evaluation		Area Chairpe	rson			
	Recommending approval	from concerned	College Servi	ces			
	College Dean	ege Dean					
	Withdrawal / Changing / A	Adding Form	College / Reg	e / Registrar			
	Letter of Request with rec	5	VPAA / College / Area Chairperson / Student				
	approval by the concerne	d program					
1	chairperson						
	CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON		
			BE PAID	TIME	RESPONSIBLE		
	Submit Withdrawal /	Assist the Student	None	1 Day	College Dean		
	Changing / Adding				Dean's Office		
	Form						
					Program		
					Chairperson		
					Dean's Office		
		TOTAL	None	1 Day			





4.4 Approval of Excess/Overload

Request of excess/overload subject maximum of 12 units by the graduating students.

			1.1	
Office or Division:	Colleges			
Classification:	Simple		1.1	
Type of Transaction:	G2C – Governmer	nt to Citizen	1	
Who may avail:	Old Students, New	v Students/Qu	alified Applicants,	Transferees,
	Shifters and Acade	emic or Non-A	cademic Personn	el
CHECKLIST OF REG	UIREMENTS		WHERE TO SEC	URE
Notice of Admission / ECA	T Result /	Registrar		• • • •
Accomplished Application Form				
Chairperson's Evaluation		Area Chairp	erson	
Recommending approval fi	rom concerned	College Serv	/ices	
College Dean			N N 1	
Withdrawal / Changing / Ac	dding Form	College / Registrar		
Letter of Request with reco	ommending	VPAA / College / Area Chairperson / Student		
approval by the concerned	program			1
chairperson				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Request	Assist the	None	1 Day	College Dean
with recommending	Student for the			Dean's Office
approval by the	Concern			·
concerned program	requirements			1
chairperson				
	TOTAL	None	1 Day	

5. Student Activities

Validation of the correctness of the request to conduct school activities and the use of school facilities and equipment and be forwarded to VPAA Office and Administrative Services for approval.

Office or Division:	Colleges				
Classification:	Simple				
Type of Transaction:	G2C – Governmer	t to Citizen			
Who may avail:	Students (First to F	Students (First to Fifth Year, Regular and Irregular) Faculty Personnel			
	and/or Academic Personnel				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
Letter of Request with recommending approval by the concerned program chairperson Attachment of pertinent documents		College Services			
All pertinent documents as stated in the CHED Memorandum Order No. 63, s. 2017CHED / College Services					



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approval of Program / College Organization Activities. Submit Letter of Request with recommending approval by the concerned program chairperson Attachment of pertinent documents	Approved Request -Request Student -Approval of Dean -VPAA endorse to President	None	1 Day	College Dean Dean's Office VPAA VPAA Office
Recommending approval for Off- Campus Activities. All pertinent documents as stated in the CHED Memorandum Order No. 63, s. 2017	Collect the Documents compile -Review the Documents -Submit to VPAA -Recommending Approval of VPAA -Submit to President for Approval	None	1 Days	<i>College Dean</i> Dean's Office <i>VPAA</i> VPAA Office
	TOTAL	None	2 Day	

6. Student's Complaints

Verification and investigation of the student's complaint to the concerned office/personnel and to be endorsed to Grievance and Legal Counsel Office for immediate legal proceedings

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students (First to Fifth Year, Regular and Irregular)			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			
Written Complaint	Concern Client (Student / Faculty / Academic			
		Personnel)		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
ACTION		BE PAID	TIME	RESPONSIBLE
Submit Written	Assist the	None	3 Days	College Dean
Complaint	Student / Client Dean's Office			
	TOTAL	None	3 Days	



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Student Admission, Registration and Records Management Services





STUDENT ADMISSION, REGISTRATION AND RECORDS MANAGEMENT SERVICES

1. ADMISSION

Admitting or allowing student to apply to the program that they want.

	Desistant's Office			
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of	G2C - Government to	o Client		
Transaction:				
Who may avail:	Student			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
Form 138 (Senior High	School Report	Previous Se	nior High School	
Card)				
Certificate of Good Mo	ral Character	Previous Ser University Se		Previous College/
Certificate of Live Birth	(Photocopy)	PSA/NSO		
Transfer Credentials /			llege/University S	chool
Copy of Grades			llege/University S	
Official receipt of Entra	ince Fee	EARIST Cas		
ECAT Forms EARIST Registrar's Office				
			PERSON	
CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE
Preliminary assessment of screening officers	Determination of available slots	None	5 minutes	Officer in-charge SARRMS Office
None	Issuance of ECAT Form	500.00	1 minute	Officer in-charge SARRMS Office
Check /Process Accomplished ECAT and Capture Picture of Student Applicant	Issuance of Exam Permit	None	3 minute	Officer in-charge SARRMS Office
None	Examination Day	None	2 hours	Officer in-charge SARRMS Office Staff SASA Office
None	Personal Interview of Student Applicant and Releasing of Result	None	20 Minutes	<i>College Dean</i> Dean's Office
None	Physical Examination for those who for admission	None	30 Minutes	<i>Physician</i> MDS Office
	TOTAL	500.00	2 hours and 59 minutes	





2. REGISTRATION

Enrolling the Student to the Program that they want wherein there is a bond between the school and student.

				-	
Office or Division:	Registrar's Office		2.5		
Classification:	Simple				
Type of	G2C - Government to C	Client	1.7		
Transaction:					
Who may avail:	Student				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
	dvisement Slip with approved class chedule including PE and NSTP Schedule				
School Identification	School Identification Card (ID)		EARIST Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Student Enrollment	College Enrollment Officer /Dean' Office encoding of Subjects	None	10 Minutes	Enrollment Officer Dean's Office	
Student Validation	SARRMS Officer Validation and Recording of Enrollment	None	20 Minutes	Officer in-charge SARRMS Office	
	TOTAL	None	30 Minutes		

3. EVALUATION AND PROMOTION

Screening of Student records such as the submitted documents from previous school, student grades, etc.

Office or Division:	Registrar's Office	Registrar's Office			
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Student				
CHECKLIST OF RE	KLIST OF REQUIREMENTS WHERE TO SECURE				
Certification of Registrat	ation Student Copy				
Copy of Grades		Registrar's Office			
Curriculum Checklist		College Area C <mark>ha</mark> ir			
Credential and other SA	RRMS Form	Registrar's Office			
Faculty Grade Sheet		Faculty In-charge			
CLIENT STEPS AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Apply for Evaluation of GradesVerifies Evaluated lacking grades and deficiency and		None	30 Minutes	Officer in-charge SARRMS Office	
	TOTAL		30 Minutes		



4. REQUEST FOR SARRMS FORMS

The Official Document that the Student can request from the school such as Transcript of Record, Certificate of Good Moral Character, Honorable Dismissal, Copy of Grades, Etc.

4.1 For Transcript of record

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of	G2C - Government to	o Client		
Transaction:				
Who may avail:	Student			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
Application Form		Registrar's C	Office	
Clearance form from d	ifferent offices		ne Office Required	1
Official Receipt		Cashier's Of	fice	
Parent / Guardian Con	sent	Client		
School Identification C	ard (ID)	Client		
SHS Credentials / TOF				
School with remarks C				
Authorization Letter from	om the Student	Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish TOR	Issue Application	None	2 Minutes	Officer in-charge
Application Form	Form			SARRMS Office
Student Clearance	Issue Clearance	None	5 Minutes	Depend on Office
	Form			Required
Pay corresponding	Receive Payment	100.00 /	3 Minutes	Staff
fees		per page		Cashiers Office
	Preparation of the	None	3 days	Officer in-charge SARRMS Office
Output it the	documents	Neree	O Minutes	
Submit the	Recording and None 2 Minutes			Officer in-charge SARRMS Office
Application to	accepting the			SARRIVIS UNICE
Registrar's counter	application	400.00/		
	TOTAL	100.00 / Per page	3 Days and 12 Minutes	



4.2 Certificate of Grades/Units Earned

The Official Document that the Student can request from the school.

Office or Division:	Registrar's Office					
Classification:	Complex		1.1.	0 0		
Type of Transaction:	G2C - Government f	to Client	1.7			
Who may avail:	Student	Student				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE		
Application Form		Registrar's C	Office			
Clearance form from diff	erent offices		ne Office Required			
Official Receipt		Cashier's Of	fice			
Authorization Letter from	n the Student	Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Accomplish Certification Application Form	Issue Application Form	None	2 Minutes	Officer in-charge SARRMS Office		
Student Clearance	Issue Clearance Form	None	5 Minutes	<i>Staff</i> Dean's Office		
Pay corresponding fees	Receive Payment	20.00	3 Minutes	Staff Cashiers Office		
	Preparation of the documents	None	3 days	Officer in-charge SARRMS Office		
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	Officer in-charge SARRMS Office		
	TOTAL	20.00	3 Days and 12 Minutes			

4.3 Certification of Good Moral Character

Office or Division:	Registrar's Office				
Classification:	Complex				
Type of Transaction:	G2C - Government	to Client			
Who may avail:	Student				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Application Form		Registrar's Office			
Clearance form from diffe	erent offices	Depend of the Office Required			
Official Receipt		Cashier's Office			
Parent / Guardian Conse	nt	Client			
School Identification Card	d (ID)	Client			
Certificate of Registration		Client / Registrar's Office			
Affidavit of Loss		Notary Public			
Authorization Letter from	the Student	Client			





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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Certification Application Form	Issue Application Form	None	2 Minutes	Officer in-charge SARRMS Office
Pay corresponding fees	Receive Payment	20.00	3 Minutes	Cashiers Office
••• //	Preparation of the documents	None	3 days	Officer in-charge SARRMS Office
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	Officer in-charge SARRMS Office
	TOTAL	20.00	3 Days and 7 Minutes	

4.4 Honorable Dismissal

Office or Division:	Registrar's Office	Registrar's Office			
Classification:	Complex				
Type of Transaction:	G2C - Government	to Client			
Who may avail:	Student				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE	
Application Form		Registrar's O	ffice		
Clearance form from dif	ferent offices	Depend of the	e Office Required		
Official Receipt		Cashier's Off	ice		
Parent / Guardian Cons	ent	Client			
School Identification Ca	rd (ID)	Client			
SHS Credentials / TOR School with remarks Co	•	Previous Sch	ool		
Affidavit of Loss	Notary Public				
Authorization Letter from		Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Accomplish Request Application Form	Issue Application Form	None	2 Minutes	Officer in-charge SARRMS Office	
Student Clearance	Issue Clearance Form	None	5 Minutes	<i>Staff</i> Dean's Office	
Pay corresponding fees	Receive Payment	40.00	3 Minutes	<i>Staff</i> Cashiers Office	
Submission of required documents	Evaluate the submitted documents	None	2 Minutes	Officer in-charge SARRMS Office	
	Preparation of the documents	None	3 days	Officer in-charge SARRMS Office	
Submit the Application to Registrar's counter	Recording and accepting the application	None	2 Minutes	Officer in-charge SARRMS Office	
	TOTAL	40.00	3 Days and 14 Minutes		





4.5 Completion Form

Office or Division:	Registrar's Office		11		
Classification:	Simple		11	0 0	
Type of Transaction:	G2C - Government f	to Client	11	0	
Who may avail:	Student	Student			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE	
Certificate of Registration	on	Client / Regi	istrar's Office		
Report of Grades with II	NC grade	Client / Regi	istrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present Incomplete Report of Grades	Verify by the SARRMS Officer	None	2 Minutes	Officer in-charge SARRMS Office	
	Issue Payment Slip	None	2 Minutes	Staff Dean's Office	
Pay corresponding fees	Receive Payment	20.00	3 Minutes	<i>Staff</i> Cashiers Office	
Submit the OR and Payment Slip to Registrar's counter	Recording and accepting the application and issue Completion form	None	3 Minutes	Officer in-charge SARRMS Office	
	TOTAL	20.00	10 Minutes		

The Official Document that the Student can request from the school

4.6 Change / Additional Subject

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SEC	CURE
Advisement Slip Approv	ed by College Dean	College Enro	ollment Officer	
Recommendation from 0	College Dean	College Dea		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Application Form	Present the Advisement Slip w/ approved by Dean	None	2 Minutes	Officer in-charge SARRMS Office
Pay corresponding fees	Receive Payment	20.00	2 Minutes	Staff Cashiers Office
Submit the Advisement Slip to Registrar's counter	Recording and accepting the application and issue new COR	None	1 Minutes	Officer in-charge SARRMS Office
	TOTAL	20.00	5 Minutes	





4.7 Permit to Cross-Enroll

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office				
Classification:	Simple	Simple			
Type of Transaction:	G2C - Government to Client				
Who may avail:	Student				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE	
Official Receipt		Cashier's Of	fice		
Recommendation from	College Dean	College Dea	n's Office		
Permit to Cross Enroll		Registrar's C	Office		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCTACTION	BE PAID	TIME	RESPONSIBLE	
Accomplish	Present the	None	10 Minutes	Officer in-charge	
Request Application	Recommendation			SARRMS Office	
Form	from respective				
	college dean				
Pay corresponding	Receive Payment	20.00	5 Minutes	Staff	
fees				Cashiers Office	
Submit the OR and	Recording and	None	15 Minutes	Officer in-charge	
Other Documents to	accepting the			SARRMS Office	
Registrar's counter	application and				
	issue Permit of				
	Cross enroll				
	TOTAL	20.00	30 Minutes		

4.8 Authentication of Records

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Student			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE
Other Pertinent Docum	ents (TOR, Diploma,	Depend of the Required Needed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Original Document/s	Present the Original Documents	None	10 Minutes	Officer in-charge SARRMS Office
Pay corresponding fees	Receive Payment	20.00 / document	5 Minutes	<i>Staff</i> Cashiers Office
Submit the OR and Original Documents to Registrar's counter	Recording and accepting the application	None	15 Minutes	Officer in-charge SARRMS Office
	TOTAL	20.00 / document	30 Minutes	





4.9 Students Identification Card

The Official Document that the Student can request from the school

Office or Division:	Registrar's Office		2.2	
Classification:	Simple		1.1.	0 0
Type of Transaction:	G2C - Government	to Client	1.7	
Who may avail:	Student		1 1	0
CHECKLIST OF RE		V	VHERE TO SECU	IRE
Clearance form from dif	ferent offices	Depend of the C		
Official Receipt		Cashier's Office	;	N. 87
Certificate of Registration	วท	Client / Registra	ar's Office	
Affidavit of Loss		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Application Form	Present the COR for New and for Replacement Clearance, Affidavit of Loss and COR	None	20 Minutes	Officer in-charge SARRMS Office
Pay corresponding fees	Receive Payment	100.00 / New 150.00 / Replacement	5 Minutes	Staff Cashiers Office
Submit the OR and Documents Needed to Registrar's counter	Recording and accepting the application	None	5 Minutes	Officer in-charge SARRMS Office
	TOTAL	100.00 / New 150.00 / Replacement	20 Minutes for New and 30 Minutes for Replacement	

4.10 Verification of Scholastic Records/ School Attendance / Graduation

Office or Division:	Registrar's Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to	Client	
Who may avail:	Student		
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE		
Application Form		Registrar's Office	
Request Letter for Verif	fication Client / Requesting Party		
Authorization Letter from	m the Student	Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Application Form	Submit request for Verification and Authorization Letter from the Student	None	7 Days	Officer in-charge SARRMS Office
	TOTAL	None	7 Days	

4.11 Issuance of Diploma and Certificate

Office or Division:	Registrar's Office				
Classification:	Complex				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Student	Student			
CHECKLIST OF R	REQUIREMENTS		WHERE TO SEC	CURE	
List of Graduate		Registrar's C	Office		
Promotion Report		Registrar's C	Office		
Application Form		Registrar's C	Office		
School Identification Ca	Card (ID) Client				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCT ACTION	BE PAID	TIME	RESPONSIBLE	
Accomplish Request Application Form	Submit request for ID, Promotion Report and List of Graduation	None	20 Minutes	Officer in-charge SARRMS Office	
Pay corresponding fees	Receive Payment	150.00	5 Minutes	<i>Staff</i> Cashiers Office	
Submit the OR and Documents Needed to Registrar's counter	Recording and accepting the application	None	5 Minutes	Officer in-charge SARRMS Office	
	TOTAL	150.00	30 Minutes		



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Quality Assurance **Services**





QUALITY ASSURANCE SERVICES

1. Request for Quality Assurance Document

This is a request for relevant Documents pertaining to quality assurance services such as accreditation, ISO, etc.

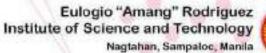
Office or Division:	Quality Assurance Services Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to	G2G – Government to Government			
Who may avail:	All				
CHECKLIST OF R	REQUIREMENTS		WHERE TO SEC	CURE	
Request Letter		Client / Colle	ege / Office Conce	rn	
Verbal Request	Client / College / Office Concern		rn		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Request Letter	Accreditation ISO-QMS (Office Visit, Telephone Call)	None	3 Working Day	<i>Staff</i> QA Office	
	TOTAL	None	3 Working Days		

2. Request to Attend QA Related Conference, Training and Accreditation Visit.

This is a request by Faculty members and other personnel who will attend QA related conferences trainings and accreditation visit.

Office or Division:	Quality Assurance Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to	o Government		
Who may avail:	All			
CHECKLIST OF F	REQUIREMENTS WHERE TO SECURE			
Request Letter	Client / College / Office Concern			rn
Invitation Letter		Client / Colle	ge / Office / Scho	ol Concern
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
CEIENT STEFS	AGENCI ACTION	BE PAID	TIME	RESPONSIBLE
Submit Documents	QA Office will	None	3 Working Day	Staff
Needed	process the			QA Office
	documents			
	TOTAL	None	3 Working	
			Days	







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Student Affairs Services





STUDENT AFFAIRS AND SERVICES

1. Scholarship

Client-Oriented

Office or Division:	Office of the Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	Student			2
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE			
Certificate of Registration	on Registrar			
Report of Grades		Dean's Offic	e / Registrar	
CLIENT STEPS	AGENCY ACTION			
Submit photocopies of	Request from the	20.00	1 Day	Staff
COR and ROG	Student-applicant	20.00	' Day	SARRMS Office
	TOTAL	20.00	1 Day	

2. Student Activity

Client - Oriented

Office or Division:	Office of the Student Affairs and Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Students				
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE				
Request letter for activit	ty	College			
Resolution		CSG/CBO (College Student (Government /	
			sed Organization		
Budget Proposal			College Student (Government /	
	College Based Organization				
CLIENT STEPS	AGENCY ACTION FEES TO PROCESSING PER				
	AGENOTACTION	BE PAID	TIME	RESPONSIBLE	
Submit Request letter	1 A A A	Free	2 Days	CSG/CBO's	
for activity				SAS Office	
Secure Student	Provide Form	Free	5 Minutes	Staff	
Activity Form				SAS Office	
Submit Activity	Received	Free	2 Days	CSG/CBO's	
Request with required	Documents			SAS Office	
documents					
(Resolution, Budget					
Pro <mark>posal</mark> , Program,					
Etc.)					
	TOTAL	None	4 Days and 5 Minutes		





3. Accreditation of Student Organization

Client - Oriented

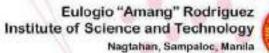
Office or Division:	Office of the Studer	nt Affairs and Ser	vices	0 0	
Classification:	Simple		11	0	
Type of Transaction:	G2C – Governmen	t to Citizen	11		
Who may avail:	Students		11		
CHECKLIST OF RE			VHERE TO SECU		
Letter of Application for Recognition		Student Affairs and Services Office (SAS Form # 1)			
Constitution and By-Lav Organization	ws of the	Organization), In Organizations, F	r CBO's (College- nstitutional Organ Political Organizat	ization, Religious	
List of Officers with spe student number, major, addresses, landline/mo attached 2x2 I.D. pictur	year-level, bile number and e	Client		//	
Copies of latest Certific (Officers and Member)	ate of Recognition	Client		11	
Master Plan of activities which includes the goal description and budget activity	s, objectives, brief				
Acceptance Letter of Ac	dviser	Student Affairs and Services (SAS Form#2)			
**For renewal – same a additional documents s such as:				1	
Accomplishment Repor documentation	t with	Client			
Financial Report		Client			
Liquidation Report		Client	1	1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAIDPROCESSING PROCESSING TIMEPERSON RESPONSIBL			
Secure and Fill-up accreditation form	Provide form	Free	1 Day	<i>Staff</i> SAS Office	
Submit Required documents	Receive the documents	Free	1 Day	<i>Staff</i> SAS Office	
	TOTAL	None	2 Days		



4. Complaints and Investigation

Client - Oriented

Office or Division:	Office of the Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
Complaint-letter of the re	espondent	Client		
Proof or Evidences (suc	h as written	Client		
testimonies of witnesses	s, Etc.)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Complaint-	Receive complaint-	Free	1 Day	Staff
letter	letter		_	SAS Office
Follow-up regarding	Notify all concerned	Free	3 Days	Staff
the schedule of	parties			SAS Office
hearing				
	TOTAL	None	4 Days	





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Library Services





LIBRARY SERVICES

1. Circulation of books and other library materials for students

This is how any book or library material is borrowed, lend and return inside the reading area by its library users or even brought home for use depending on availability.

1.1 For students

Office or Division:	Library Services	5				
Classification:	Simple					
Type of Transaction:	G2C – Government	t to Citizen				
Who may avail:	Students					
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			ECURE		
Book Card/Borrowers' S	Slip Library Office					
Student ID		Student/Clier	nt Concern			
Certificate of Registration		Student/Clier	nt concern			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present COR to the staff	Go to the shelf and locate the material/book, if in case he/she finds difficulty in locating, staff assists client	None	5 Minutes	Staff on duty Library Services		
None	Once the material/book is found, signs the book card and present to the staff	None	5 Minutes	Staff on duty Library Services		
None	If being returned, hands over to the staff as the staff exchanges his/her COR	None	5 Minutes	Staff on duty Library Services		
	TOTAL	None	15 Minutes			





1.2 For administrator and faculty member

Office or Division:	Library Services					
Classification:	Simple					
Type of Transaction:	G2C – Government	G2C – Government to Citizen				
Who may avail:	Administrators, Fac	ulty	11			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	CURE		
Book Card/Borrowers' S	Slip	Library Office	e			
Valid ID		Faculty/Clier	nt Concern			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Presents the title of the material/book request	Signs the book card	None	5 Minutes	Staff on duty Library Services		
	TOTAL	None	5 Minutes			

1.3 For part-time faculty member

Office or Division:	Library Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Part-time Faculty				
CHECKLIST OF RE				ECURE	
Book Card/Borrowers' S	Slip	Library Office	е		
Valid ID	•	Faculty/Clier	nt Concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Presents his/her any valid ID	Staff keeps the record at the faculty file borrowed items	None	5 Minutes	Staff on duty Library Services	
None	Once it is returned, staff sends acknowledgment and provide copies for both the library and the faculty, and keeps a master list record for the faculty's returned items.	None	5 Minutes	Staff on duty Library Services	
	TOTAL	None	10 Minutes		





2. Photocopying of any books, documents, items & materials

This is providing library users permission to reproduce and availing any materials allowable for photocopying subject to copyright laws and guidelines.

Office or Division:	Library Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Administrators, Fac	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	ECURE	
Student ID		Student / Cli	ent Concern		
Certificate of Registration	on (COR)	Student / Cli	ent Concern		
Book Card / Borrower S	Slip's	Library Office	е		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Presents COR	Signs the book card	None	5 Minutes	<i>Staff on duty</i> Library Services	
None	Returns the material/book immediately after	None	5 Minutes	Staff on duty Library Services	
None	Upon return, staff hands over his/her COR in exchange of the item	None	5 Minutes	Staff on duty Library Services	
	TOTAL	None	15 Minutes		

3. Overnight or over weekend use of any books and other resources

This is to allow taking out books and other resources of the library for home use or during weekend in order to maximize usage subject to rules and regulations.

Office or Division:	Library Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Administrators, Faculty, students, visitors, alumni		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Student ID		Student / Client Concern	
Student ID Certificate of Registration	on (<mark>COR</mark>)	Student / Client Concern Student / Client Concern	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents COR	Signs the book card	None	2 Minutes	Staff on duty Library Services
None	Hands over to the staff the signed book card while the staff attaches it to his/her COR	None	5 Minutes	Staff on duty Library Services
None	Staff files this at the items being borrowed	None	3 Minutes	Staff on duty Library Services
None	Student keeps the material/book one(1) night for overnight, and if weekend, over the weekend, to be returned the following working day first hour of the library service hours	None	5 Minutes	<i>Staff on duty</i> Library Services
	TOTAL	None	15 Minutes	

4. Issuance of Referrals to enrolled students

This is issued to enrolled students in order for them to avail or allow use of facilities and resources outside own library with a mutual understanding that they are subject to existing outsiders or visitors' restrictions.

Library Services			
Simple			
G2C – Government to Citizen			
Administrators, Faculty, students, visitors, alumni			
QUIREMENTS	WHERE TO SECURE		
	Student / Client Concern		
ion (COR) Student / Client Concern			
	Library Office		
	G2C – Governmer Administrators, Fa QUIREMENTS		





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents COR	Signs the book card	None	2 Minutes	Staff on duty Library Services
None	Signs the referral form list	None	3 Minutes	Staff on duty Library Services
None	Staff issues the referral and reminds students on the guidelines to follow	None	5 Minutes	Staff on duty Library Services
	TOTAL	None	10 Minutes	

5. Use of Computer / Equipment

This gives rights and privileges to library users make use of available equipment, tools or any gadgets for instruction/classroom use on reservation basis.

Office or Division:	Library Services				
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Administrators, Fa	culty, students	, visitors, alumni		
CHECKLIST OF RE				CURE	
Student ID		Student / Clie	ent Concern		
Certificate of Registratio	n (COR)	Student / Clie	ent Concern		
User's Log Sheet		Library Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Presents COR	Signs the book card	None	2 Minutes	<i>Staff on duty</i> Library Services	
None	Signs the list provided for those who make use of the facility or service to know about the details of the request	None	3 Minutes	Staff on duty Library Services	
None	Remind his/her to read and follow the guidelines	None	5 Minutes	<i>Staff on duty</i> Library Services	
	TOTAL	None	10 Minutes		





6. Reservation of any available reading materials/ items, etc.

This is to give library users a chance to have a certain resource (book or nonbook), facilities and services, put on reserved prior to use, either for class instruction or home use, based on priority.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	Administrators, Fa	culty, students	, visitors, alumni	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
Student ID		Student / Clie	ent Concern	
Certificate of Registratio	n (COR)	Student / Client Concern		1 1 10
Letter of Request		Student / Client Concern		
Reservation Form		Library Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents COR	Provide details of items being reserved	None	5 Minutes	Staff on duty Library Services
None	Claim the items as scheduled	None 5 Minutes Staff on a Library Ser		
	TOTAL	None	10 Minutes	

7. Visiting Users from other institutions

This is providing access to any alumni, visitors from other schools, guests, etc. to use the library facilities, resources and services, only subject to referrals system mutual understanding, and by following existing guidelines of the institution being visited.

Office or Division:	Library Services		
Classification:	Simple		
Type of Transaction:	G2C – Governmen	it to Citizen	
Who may avail:	Administrators, Faculty, students, visitors, alumni		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Validated ID/Currently er	nrolled Student / Client Concern		
Employment ID	Student / Client Concern		
Referral Letter from thei	r own school Student / Client Concern		
Visitors' Log sheet		Library Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If from other schools: Present valid or current ID	Provide referral letter from the school/institution where they come from	None	5 Minutes	Staff on duty Library Services
If alumni/ visitors or guests: Present employment or any valid ID	Sign at the Visitor's log sheet	None	5 Minutes	Staff on duty Library Services
	TOTAL	None	10 Minutes	





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Cour Counselling and Testing Services





COUNSELING AND TESTING SERVICES

1. Testing Services

Testing service is an important vehicle in assessing students in terms of aptitudes, interests, achievements, intelligence and similar things that make use of standard tests. It aids in strengthening the assessment of students' performance and to recommend course of action to be taken and to maximize the learning of students of the needed adjustment in the approach of the instructional area learning more attainable.

Office or Division:	Counseling and Te	Counseling and Testing Services (Guidance Office)			
Classification:	Complex	Complex			
Type of Transaction:	G2C – Governmer	t to Citizen (St	tudent Oriented)		
Who may avail:	Students				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
EARIST College Admiss					
Examination Permit		Registrar's O			
Receipt of ECAT		Guidance Off	fice		
Psychological Test					
Client consent form		Guidance Co	unselor		
Call slip		Guidance Co			
Confirmation slip		Guidance Co	unselor		
Needs Assessment Inve					
Needs Assessment		Guidance Co			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Administer ECAT	Sign in the	None	4 hrs	Staff	
	examination permit			Guidance Office	
	Post and	None	4 hrs	Chief	
	Summarized	None	4113	Guidance Office	
	Examination				
	Result to the				
	system				
Psychological Test.	Interpret and	None	2 Days	Staff	
Secure letter of	discuss the result		,	Guidance Office	
communication to the	to the student				
College Dean noted by					
OSA and accomplish					
client consent form					
				1	
Examination	Administer of	None	1 hour	Chief	
Day/Administration of	Psychological			Guidance Office	
Psychological	Examination			1 1	
Examination				L'A	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Scoring and Interpretation of the Test	None	5 days	Chief Guidance Office
None	Releasing and Discussion of Result	None	30 Minutes	Chief Guidance Office
Needs Assessment Inventory. Secure letter of communication to the College Dean noted by OSA	Administer the inventory to the students	None	1 Hour	Chief Guidance Office
None	Room to room distribution of Needs Assessment Inventory form	None	5 Minutes	<i>Chief</i> Guidance Office
None	Generating of Needs Assessment Inventory Result	None	15 Days	<i>Chief</i> Guidance Office
	TOTAL	None	23 Days, 2 Hours and 35 Minutes	

2. Individual Inventory

Individual Inventory consist of all information gathered about each individual student in school. A comprehensive individual inventory composed of personal –social data, academic-educational data and vocational –occupational data. These data is usually stored and kept in a confidential locker while the student is still in school. It systematically collects, evaluates, and interprets data to identify the characteristics and potential of every clients.



Office or Division:	Counseling and Te	Counseling and Testing Services (Guidance Office)			
Classification:	Complex				
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen (Student Oriented)			
Who may avail:	Students				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
Individual Inventory Forr	n	Guidance Of	fice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure letter of communication to the College Dean noted by OSA	Administer the Individual Inventory	None	1 Day	<i>Chief</i> Guidance Office	
None	Room to Room Distribution of individual inventory forms	None	5 Minutes	<i>Chief</i> Guidance Office	
None	Profiling and Assessment of Students' data	None	15 Days	<i>Chief</i> Guidance Office	
	TOTAL	None	16 Days and 5 Minutes		

3. Counseling Service

Counseling is the heart of the guidance program. It is the counseling service that integrates all the gathered about the individual and his/her environment, in order for them to make sense. Counseling can either be individual or in group setting where relationship between them are helping

Office or Division:	Counseling and Testi	Counseling and Testing Services (Guidance Office)				
Classification:	Complex					
Type of Transaction:	G2C – Government to	o Citizen (Student Oriented)				
Who may avail:	Students					
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE				
Walk-in						
Walk-in slip		Chief, Guidance Counselor/Staff				
Counseling Form		Chief, Guidance Counselor/Staff				
Guidance Initiated Couns	eling					
Counseling Logbook	K	Chief, Guidance Counselor/Staff				
Call slip		Chief, Guidance Counselor/Staff				
Counseling schedule		Chief, Guidance Counselor/Staff				
Exit Interview / Career Counseling						
Exit Interview Form		Chief, Guidance Counselor/Staff				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish walk-in counseling slip	Interview/ Counseling proper	None	1 Hour	Chief Guidance Office
Present call slip to the faculty in charge	Interview/ Counseling proper	None	1 Hour	<i>Chief</i> Guidance Office
Accomplish Exit Interview form	Give Interview to the Students	None	1 Hour	<i>Chief</i> Guidance Office
	TOTAL	None	3 Hours	

4. Referral Services

This services is usually understood as the taken action by person within the institution who see that a particular person needs counselor assistance. In a school setting, administrators, faculty, personnel, parents and other student

Office or Division:	Counseling and Te	Counseling and Testing Services (Guidance Office)			
Classification:	Complex		·		
Type of Transaction:	G2C – Governmer	nt to Citizen (St	udent Oriented)		
Who may avail:	Students			X	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE	
Referral form (signed by	Dean/Faculty)	Guidance Offi	се	× 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present counseling referral form	Refer Student if necessary	None	10 Minutes	<i>Chief</i> Guidance Office	
None	Interview/ Counseling proper	None 1 Hour <i>Chief</i> Guidance Offic			
	TOTAL None 1 Hour and 10 Minutes				

5. INFORMATION

Information Service as an activity whereby descriptive materials and media are accumulated, organized and disseminated through individual advising or counseling or through planned group activities. This services is to make available to students certain kind of information not ordinarily provided through the instructional program or during the regular period of instruction.



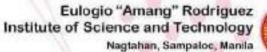
Office or Division:	Complex				
Classification:	G2C – Government	G2C – Government to Citizen (Student Oriented)			
Type of Transaction:	Students				
Who may avail:	Complex				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Attendance Sheet	1.1	Guidance Offic	e		
Seminar Evaluation for	m	Guidance Offic	e		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure letter of communication to the College Dean noted by OSA	Give actual seminar to the students	None	1 Hour	<i>Chief</i> Guidance Office	
None	Actual Day of the seminar/campaign And Issuance of certificate of Participation	None	2 Hours	<i>Chief</i> Guidance Office	
	TOTAL	None	3 Hours		

6. Follow-Up Services

This service deals with the assessment of how counseless who have been counseled, placed or referred or have graduated are doing.

Office or Division:	Counseling and Testing Services (Guidance Office)				
Classification:					
	Simple				
Type of Transaction:	G2C – Governmen	t to Client			
Who may avail:	All				
CHECKLIST OF RE			WHERE TO SE	CURE	
Call Slip		Guidance Off	ice		
Counseling Form		Guidance Off	ïce		
Counseling Logbook		Guidance Off	ice		
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE	
Issuance of call slip to	Interview/	None	1 Day	Dean	
the student through	Counselor the			Dean's Office	
the college Dean	Student				
Present call slip to the	Interview/	None	10 Minutes	Chief	
Guidance Counselor	Counselor the			Guidance Office	
	Student				
Interview/Counseling	Interview/	None	1 Hour	Chief	
Proper	Counselor the			Guidance Office	
	Student				
	TOTAL None 1 Day, 1 Hour				
			and 10		
			Minutes		







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. Instruction Services





INSTRUCTION SERVICES

1. General Education Curriculum

It offers compilation of General Education (GE) Obligation and Evaluation course crediting on the said curriculum.

Office or Division:	Instruction Services Office (DI)			
Classification:				
	Simple			
Type of Transaction:		it to Citizen		
Who may avail:	All			
CHECKLIST OF RE			WHERE TO SE	CURE
Log in request		DI Services		
Letter of Request		Client Concer		
Course Description of the			Client Concern	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Course Syllabus / Course Outline. Sign in the Client Log-	Give the Log Book/form to the client	None	15 minutes	Area Chairperson DI Office
in request				Director DI Office
For Course Description Submit Letter of	Assist the Client	None	15 minutes	Area Chairperson DI Office
Request				<i>Director</i> DI Office
For Course Crediting Submit letter of request and course	Evaluate the document submitted	None	2 Days	Area Chairperson DI Office
description of the course	Gabrintod			<i>Director</i> DI Office
	TOTAL	None	2 Days and 30 Minutes	



2. Completion Grade

The office approve completion form and distributes a copy of incomplete form with grade to faculty and student concerns.

Office or Division:	Instruction Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form with OR Number and		Registrar / Cashier / Faculty / Student		
Faculty Signature				
Log in receipt		DI Services		
ID Log in receipt		DI Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Approval of Completion Form. Submit Completion Form with OR Number and Faculty approval	Assist the Client	None	5 minutes	<i>Director</i> DI Office
For Faculty copy. Sign in the Client Log-in request	Give the Log Book/form to the client	None	15 Minutes	<i>Staff</i> DI Office <i>Director</i> DI Office
For Student's copy. Sign in the Client Log- in receipt and present ID	Give the Log Book/form to the client	None	15 Minutes	Staff DI Office <i>Director</i> DI Office
	TOTAL	None	35 Minutes	

3. NBC 461 Evaluation

The Office gives a hard copy of CCE form and QCE form. It also certifies faculty previous points in CCE and reviews the CCE Institute Evaluation.

Office or Division:	Instruction Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log in receipt		DI Services		
CCE Folders		DI Services / Client Concern		
Local Evaluation Committee				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CCE Form .Submit Documents and Log in request	Assist the Client	None	15 minutes	NBC 461 Chief DI Office
For QCE Form. Submit Documents and Log in request	Assist the Client	None	15 Minutes	NBC 461 Chief DI Office
For Previous CCE Points. Submit Documents and Log in request	Assist the Client	None	15 Minutes	NBC 461 Chief DI Office
For CCE Institute Evaluation. Submit CCE Folder local evaluation committee	Evaluate the documents	None	7 Days	<i>Director</i> DI Office <i>Member</i> CCE Committee
	TOTAL	None	7 Days and 45 Minutes	

4. Faculty Teaching Load

The Office gives a copy of approved faculty load sheet and a generated faculty load sheet copy upon request of the concern faculty.

Office or Division:	Instruction Service	Instruction Services Office				
Classification:	Simple					
Type of Transaction:	G2C – Governmer	nt to Citizen				
Who may avail:	All					
CHECKLIST OF RE	QUIREMENTS	V	WHERE TO SECU	JRE		
Log in receipt		DI Services				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
For Copy of Approved Faculty Load Sheet. Log in request	Assist the Faculty	None	15 Minutes	Staff DI Office <i>Director</i> DI Office		
For Computer System Generated Faculty Load Sheet Copy. Log in request	Assist the Faculty	None	15 Minutes	Staff DI Office <i>Director</i> DI Office		
	TOTAL	None	30 Minutes			





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National Service Training Program





NATIONAL SERVICES TRAINING PROGRAM

1. Issuance of Certification as Graduate of NSTP CWTS/LTS

Certificate of Graduation is being issued to students to certify that he/she finished NSTP

Office or Division:	NSTP Office	NSTP Office			
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Graduate of NSTP				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Student who Passed the	e Subject NSTP 1	NSTP Subject			
and 2 with the same Co	omponent				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CEIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
Present ROG that	Issuance of	None	30 Minutes	Director	
Passed the Subject	certificate			NSTP Office	
NSTP 1 and 2 with					
the same Component					
	TOTAL	None	30 Minutes		

2. Issuance of Serial Number (CWTS & LTS)

Number Issued to Student who completed the NSTP

Office or Division:	NSTP Office	NSTP Office			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	Client				
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	RE	
Student who Passed the	Subject NSTP 1	NSTP Subject			
and 2 with the same Cor	omponent				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ROG that	Issuance of	None	30 Minutes	Director	
Passed the Subject	certificate			NSTP Office	
NSTP 1 and 2 with the					
same Component					
	TOTAL	None	30 Minutes		



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Office of the Vice **President for** Research, **Extension and** International Affairs





VICE PRESIDENT FOR RESEARCH, EXTENSION AND INTERNATIONAL AFFAIRS

1. Endorsing Documents to the President

The procedure covers from the time documents arrive in the OVPREIA for endorsement and transmitted to the Office of the President.

Office or Division:	Office of the Vice President for Research, Extension and International Affairs (VPREIA)				
Classification:	Simple				
Type of Transaction:	Government to Client				
Who may avail:	All Institute person	nel (Both teachin	g and non-teachi	ng)	
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	RE	
Clearance		Human Resourc	ces Department		
Individual Performance (Review	Individual Performance Commitment Review		Human Resources Department		
Endorsement for travel (Research/Extension)			Respective Service Director		
Endorsement of permit t activities	o conduct official	Respective Service Director			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit to the OVPREIA request for endorsement	Assess and Recommend for Approval	None	1 day	<i>VPREIA</i> VPREIA Office	
	TOTAL	None	1 day		

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Research **Development and** Production **Services**





RESEARCH DEVELOPMENT AND PRODUCTION SERVICES

1. Annual Outstanding Research Award (AORA)

The procedure covers from the time Proponents submits form and necessary documents to the ORDPS for the purpose of applying to the AORA.

Office or Division:	Office of the Research Development and Production Services (ORDPS)					
Classification:	Simple	Simple				
Type of Transaction:	G2G – Governmer	nt to Government				
Who may avail:	All regular faculty r			officials with		
	academic rank and					
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	RE		
Abstract and Full Paper		Proponent's Re	search Paper			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON		
SEIENT STELS	ACTION	PAID	TIME	RESPONSIBLE		
Submit Requirements	Verification of	None	3 days	Director		
to the ORDPS	Submitted			ORDPS		
1	Documents			Staff		
1				ORDPS		
	Screening and			Internal		
	Short-listing	None		Reviewers		
	enert noting			ORDPS		
	Judging of Short-			External Judges		
	listed entries and	None		ORDPS		
	endorsement to	NOTE				
	President					
Attend award	Awarding of			President		
ceremony	Plaque of	None		Office of the		
		ecognition and Preside				
	cash incentive					
	TOTAL	None	3 Days			



2. Outstanding Researcher Award (ORA)

The procedure covers from the time Proponents submits form and necessary documents to the ORDPS for the purpose of applying to the ORA.

Office or Division:	Office of the Research Development and Production Services					
	(ORDPS)					
Classification:	Complex	Complex				
Type of Transaction:	G2G – Governmer	G2G – Government to Government				
Who may avail:	All faculty member	All faculty members and administrative official, with exclusions of the				
	President, Vice Pre	esidents, Researd	ch Directors and F	Researchers		
	(Plantilla Item)					
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	IRE		
Letter of Nomination		College Dean / Proponent	Immediate superv	visor of the		
Documents Related to	Research	Proponent's cer	tificate of present	ation, published		
Achievement			and research relation			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit Requirements	Verification and	None	3 days	Director		
to the ORDPS	Preliminary		,	ORDPS		
	Screening of					
	submitted			Staff		
	documents			ORDPS		
	Listing of	None	2 days	Director		
	nominees to be		-	ORDPS		
	Endorsed to			o		
NONE	Institute			Staff		
	Committee on			ORDPS		
	Research					
	Awards (ICRA)					
NONE	Evaluation of	None		ICRA Chair		
	nominees			ORDPS		
	Recommendation	None		ICRA Chair		
NONE	of Awardee to			ORDPS		
	the President					
Attend Award	Awarding of	None		President		
Ceremony	Plaque of			Office of the		
	recognition and			President		
	cash incentive					
	TOTAL	None	5 Days			



3. Production, Marketing and Distribution of Research Outputs

The procedure covers from the time Proponents submits the packaged information of their research outputs and necessary documents to the ORDPS for the purpose of producing, marketing and distribution of their research outputs.

Office or Division:	Office of the Research Development and Production Services (ORDPS)					
Classification:	COMPLEX	COMPLEX				
Type of Transaction:	G2G – Governmer	nt to Government				
Who may avail:	All administrative of					
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	IRE		
Packaged Information o	f Research Output	Proponent's Read	search Output for	dissemination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit Requirements to the ORDPS	Verification and Evaluation of Submitted Requirements Recommendation to the President	None	3 days	VPREIA Director, ORDPS ORDPS Staff		
NONE	Checking for availability of funding through the FMS	None	3 days	<i>President</i> Office of the President		
NONE	Issuance of Availability of funding to the President	None	3 days	<i>Director</i> FMS Office		
Sign Memorandum of Agreement	Signing of the Memorandum of Agreement	None	3 days	<i>President</i> Office of the President		
				<i>VPREIA</i> Office of the VPREIA		
	TOTAL	None	12 Days			



4. Research Citation Award

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of applying to for the Research Citation Award.

Office or Division:	Office of the Resea	arch Developmen	t and Production	Services (ORDPS)		
Classification:	COMPLEX	•				
Type of	G2G – Governmer	nt to Government	P			
Transaction:						
Who may avail:	Full time faculty me	ember or adminis	tration official who	has a permanent		
	status and with a le					
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
Letter of Application	to Research	Proponent				
Citation Award				- N - N		
Proof of at least ten (Proponent				
utilized research / fin	dings / model /					
theory of applicant	theory of applicant					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit	Verification and	None	3 days	Director		
Requirements to	screening of the			ORDPS		
the ORDPS	submitted			01.55		
	requirements			Staff ORDPS		
NONE	Endorsement to	None	2 days	Director		
NONL	Institute	NONE	z uays	ORDPS		
	Committee on			on brid		
	Research			Staff		
	Awards (ICRA)			ORDPS		
NONE	Evaluation	None	3 days	ICRA Chair		
			e aaye	ORDPS		
NONE	Recommendation	None	3 days	ICRA Chair		
	of Awardee		-	ORDPS		
Attend Awarding	Awarding of	None	3 days	President		
	Plaque of		A B	Office of the		
	recognition and President					
	cash incentive					
	TOTAL	None	12 Days			



5. Research Presentation

The procedure covers from the time Proponents submits letter of invitation and necessary documents to the ORDPS for the purpose of doing Research Presentation

	Flesen					
Office or Divisi	ion:	Office of the Resea (ORDPS)	rch Developme	ent and Productior	n Services	
Classification:		Highly Technical				
Type of Transa	ction:	G2G – Government	to Governmer	nt		
Who may avail		All administrative of	ficials, regular	faculty and staff		
				WHERE TO SEC	URE	
Letter of Invitation			Proponent			
Research Abstr			Proponent			
Notice of Accep				Journal Organiza	ation of the	
Recommendation	on Letter		College Dear	n / Immediate supe Research Coordina		
Submission of E Presentation)	Evidence	es (After			endance / Written	
CLIENT STEPS	_	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Requirements to the ORDPS	Prelimi	ation and nary Assessment of ted requirements	None	3 days	<i>Director</i> ORDPS	
					Staff ORDPS	
NONE	Recommendation to the OVPREIA		None	2 days	Director ORDPS Staff	
					ORDPS	
NONE	Evalua docum	tion of submitted ents	None	3 days	VPREIA VPREIA Office	
		mendation to the of the Pr <mark>esid</mark> ent				
NONE	-	ng for <mark>ava</mark> ilability of through the FMS	None	3 days	<i>President</i> Office of the President	
NONE		c <mark>e of Availability of to the</mark> President	None	3 days	<i>Director</i> FMS Office	
NONE	Issuance of Staff Development Order		None	3 days	<i>President</i> Office of the President	
Submit evidences regarding the	Receiv	ing of Reports	None	3 days	Director ORDPS	
presentation		TOTAL	Nerre		Staff ORDPS	
		TOTAL	None	20 Days		





6. Research Proposal and Undertaking

The procedure covers from the time Proponents submits research proposal and necessary documents to the ORDPS for the purpose of applying to Research Proposal Undertaking

Office or Divisi	on:	(ORDPS)	ch Development and Production Services			
Classification:		COMPLEX		2.1		
Type of Transa Who may avail	All regular faculty mem teaching personnel who		to Government embers, regardless of academic rank, non- who are interested in undertaking research proje a faculty member			
CHECKLIS	ST OF F	REQUIREMENTS		WHERE TO SEC	URE	
Capsule Resear			Proponent		11	
Endorsement Le Evaluation Com		m College Research (CREC)	College Dea	n / College Resea	arch Coordinator	
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Requirements to the ORDPS			None	3 days	Director ORDPS Staff ORDPS	
			None	3 days	<i>VPREIA</i> VPREIA Office	
			None	3 days	<i>President</i> Office of the President	
			None	3 days	<i>Director</i> FMS Office	
		IA informs Proponent le College Dean	None	3 days	VPREIA VPREIA Office	
Sign Memorandum of Research Undertaking	-	g of the Memorandum earch Undertaking	None	3 days	President VPREIA	
×		TOTAL	None	18 Days		





7. Research Publication Incentives

 The procedure covers from the time Proponents submits OVPREIS Form No.
 10 and necessary documents to the ORDPS for the purpose of applying to Research Publication Incentives

Office or Divisio	on:	Office of the Researd	Research Development and Production Services (ORDPS)				
Classification:		Highly Technical	•				
Type of Transac	ction:	G2G – Government	to Governmer	nt			
Who may avail:		All administrative off	cials, regular				
		EQUIREMENTS		WHERE TO SE	CURE		
	ation Ir	ncentive (OVPREIS	ORDPS				
Form no. 10)							
	ments	of the Publication	Proponents				
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Obtain OVPREIS Form no. 10	Issue OVPREIS Form No.10		None	5 minutes	Director ORDPS Staff ORDPS		
Fill-up OVPREIS Form No. 10 Submit Requirements to the ORDPS	Verification and Preliminary Assessment of Submitted Requirements		None	3 days	Director ORDPS Staff ORDPS		
	Recommendation of Qualified Application to the VPREIA		None	2 days	Director ORDPS Staff ORDPS		
		ation of the nmended application	None	3 days	<i>VPREIA</i> VPREIA Office		
	Aware the pr	mmendation of the dees to the Office of resident	None	3 days	<i>VPREIA</i> VPREIA Office		
Attend Awarding	Awarding of Plaque of recognition and cash incentive		None	3 days	President Office of the President		
		TOTAL	None	15 Days and 5 Minutes			





8. Special Research Award

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of applying to the Special Research Award

Office or	Office of the Research Deve	Office of the Research Development and Production Services (ORDPS)				
Division:						
Classification:	Complex	Complex				
Type of	G2G – Government to Gove	G2G – Government to Government				
Transaction:						
Who may	Winners or awardees in regi	onal, national c	or international res	search		
avail:	competitions			1 1 -		
CHECKLIS	T OF REQUIREMENTS		WHERE TO SEC	URE		
	tion to the Special Research	Proponents				
Award	ments of the Award	Proponents		1		
CLIENT		FEES TO	PROCESSING	PERSON		
STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE		
Submit	Verification and Evaluation	None	3 days	Director		
Requirements	of submitted requirements		-	ORDPS		
to the ORDPS						
				Staff		
				ORDPS		
	Endorsement of qualified	None	2 days	Director		
	applicant(s) to the Office of			ORDPS		
	the President			Staff		
				ORDPS		
Attend	Awarding of Plaque of	None	3 days	President		
Awarding	recognition and cash			Office of the		
	incentive			President		
	TOTAL	None	8 Days			



9. Copyright Registration

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of requesting support for copyright registration.

Office or Divisio	on:	Office of the Research Development and Production Services (ORDPS)				
Classification:		Highly Technical				
Type of Transac	ction:	G2G – Governmer	nt to Governm	nent		
Who may avail:			nembers, regardless of academic rank, Non- el who have a non- technical works applicable for			
CHECKLIST	OF REC	QUIREMENTS		WHERE TO SE	CURE	
Letter of Applicat	ion		Proponents			
Non-Technical W	/orks		Proponents			
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Requirements to the ORDPS	assessn Require Endorse	ement of Qualified ion to the	None	3 days	Director ORDPS Staff ORDPS	
	Evaluati applicati Endorse	on of qualified ion ement of qualified ion to the Office of	None	3 days	<i>VPREIA</i> VPREIA Office	
		g for availability of through the FMS	None	3 days	President Office of the President	
		e of Availability of to the ORDPS	None	3 days	<i>Director</i> FMS Office	
	Fill-up a	nd Submit . Reg <mark>is</mark> tration and	None	3 days	<i>Director</i> ORDPS <i>Staff</i> ORDPS	
Secure copy of Certificate of Registration		Certificate of ation of Copyright OPHL	None	3 days	Director ORDPS Staff ORDPS	
		TOTAL	None	18 Days		



10. Utility Model and Industrial Design Registration

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of requesting support for Utility Model and Industrial Design Registration.

Office or Divisi	on:	Office of the Research Development and Production Services			
		(ORDPS)			
Classification:		Highly Technical			
Type of Transa		G2G – Government t			
Who may avail		All regular faculty me			
		Teaching personnel a			
		output applicable for	utility model (C	JM) or industrial (design (ID)
		registration			
		EQUIREMENTS		WHERE TO SEC	URE
Letter of Applica			Proponents		A X 8
Filled-up Techno	ology Di	sclosure Form	ORDPS		- N. N.
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit		e and Preliminary	None	3 days	Director
Requirements	assess	sment of Submitted			ORDPS
to the ORDPS	Requir	ements			04-55
					<i>Staff</i> ORDPS
		sement to ITSO Chief			URDF3
		or art search and			
	evalua	tion			1
	Issuan	ce of search report	None		ITSO Chief
					ITSO Staff
		ation Drafting and			
		sement of Qualified			
		ology to ORDPS			
		sement of qualified	None	3 days	Director
	applica	ation to the OP			ORDPS
					Staff
					ORDPS
	Check	ing for availability of	None	3 days	President
		g through the FMS			Office of the
					President
		ce of Availability of	None	3 days	Director
		g to the ORDPS		111	FMS Office
		and Submit IPOPHL	None	3 d <mark>ays</mark>	Director
	UM an	d ID application form			ORDPS
					Cto#
					Staff ORDPS
×	Evolue	tion and Processing	None		IPOPHL
		ition and Processing lication	NULLE		
	or App	illation		1	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Follow-up and Coordinate with the ORDPS	Respond to formality examination results Coordinate with the Proponent in responding to the formality examination result	None	3 days	Director, ORDPS ITSO Chief ITSO Staff
Follow-up on result of application Request copy of Certificate of Registration if Approved	Inform Proponent if Application is Rejected / Denied Receive Certificate of Registration of UM or ID from IPOPHL if registration was approved	None	3 days	Director ORDPS Staff ORDPS
	TOTAL	None	21 Days	

11. Patent Registration

The procedure covers from the time Proponents submits letter of application and necessary documents to the ORDPS for the purpose of requesting support for Patent Registration.

Office or Division	n:	Office of the Research Development and Production Services (ORDPS)			
Classification:		Highly Technical			
Type of Transact	tion:	G2G – Governmer	nt to Governm	nent	
Who may avail:		All regular faculty r	nembers, reg	ardless of acader	nic rank, Non-
-		Teaching personne	el and studen	ts who have a tec	hnical research
		output applicable for	or patent regi	stration	
CHECKLIST	OF REC	QUIREMENTS		WHERE TO SE	CURE
Letter of Application	on	<u>0</u>	Proponents		
Filled-up Technolo	ogy Disc	closure Form	ORDPS		
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements to the ORDPS	assess Require Endors Chief fe	e and Preliminary ment of Submitted ements ement to ITSO or Prior art search aluation	None	3 days	Director ORDPS Staff ORDPS
W.	Applica Endors	ce of search report ation Drafting and sement of Qualified blogy to ORDPS	None		ITSO Chief ITSO Staff





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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Endorsement of qualified application to the OP	None	3 days	VPREIA ORDPS Director ORDPS
	Checking for availability of funding through the FMS	None	3 days	President Office of the President
	Issuance of Availability of funding to the ORDPS	None	3 days	Director FMS Office
	Fill-up and Submit IPOPHL Patent application form	None	3 days	Director ORDPS Staff ORDPS
	Evaluation and Processing of Application	None		Staff IPOPHL Office
Follow-up and Coordinate with the ORDPS	Respond to formality examination results Coordinate with the Proponent in responding to the formality examination result	None	3 days	Director ORDPS ITSO Chief ORDPS
Follow-up on result of application, Request copy of Certificate of Registration if	Inform Proponent if Application is Rejected / Denied Receive Certificate of Registration (Letter's Patent) of Patent from	None	3 days	Director ORDPS Staff ORDPS
Approved	IPOPHL if registration was approved			
	TOTAL	None	21 Days	





> Extension and Community Services





EXTENSION AND COMMUNITY SERVICES

1. Extension and Community Services

The Office of Extension and Community Services serves as an avenue where the relevance and responsiveness of curricular programs are validated by an enriched quality of people's lives and responding to community needs. It is guided by development extension principles of community development through a participatory approach, promotion of self-reliance, and societal transformation by serving the poorest of the poor, the less privileged, and the deprived and underserved.

Office or Division:	Community Development, Livelihood Program, Extension and Linkages				
Classification:	Highly Technical				
Type of Transaction:		G2C Government to Client			
Who may avail:	Adopted Barangay, Sc	hool, LGU, ar	nd NGOs		
CHECKLIST OF F			WHERE TO SEC	URE	
Letter of request duly si	gned by the Dean and			A	
Director of Extension ar	nd Community	Requesting	College/Departme	ent, LGU, NGOs	
Services				A	
Activity Proposal		Office of Ext	tension and Comr	munity Services	
Budgetary requirements	s (if any)	Office of Ext	tension and Comr	nunity Services	
		and Financia	al Management S	ervices	
Endorsement from ECS				1	
the extension activity to	the President through	Office of Ext	tension and Comr	nunity Services	
the VPREIS					
MOA Signing		Office of Extension and Community Services			
Activity Evaluation Forr	n	Office of Extension and Community Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Letter of Request to	Approve the request	None	3 days	Director	
be one of the adopted	of the Barangay,		-	Extension Office	
barangay, school,	School, LGU, and				
LGU, NGOs, and	NGOs to be the			Dean	
Industry of the	beneficiaries of the			Dean's Office	
Institute.	Institute for the			8.5	
	extension projects/			Extension	
	activities/linkages		0 1 1	Coordinator	
				Extension Office	
				Beneficiaries	
				Office of the	
				Beneficiaries	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	After the identification of the barangay, school, LGU, NGOs and Industry, the Director together with the	None	2 days	Director Extension Office Dean Dean's Office
	Extension Coordinator shall do the following: 1.1 Assessment of the Barangay			Extension Coordinator Extension Office
	1.2 Provide necessary information of the socio- economic situation, needs	None	2 days	<i>Director</i> Extension Office <i>Dean</i> Dean's Office
	and available resources.			Extension Coordinator Extension Office
	1.3 Prepare work plan and identify participation from clientele.	None	3 days	<i>Director</i> Extension Office <i>Dean</i>
				Dean's Office <i>Extension</i> <i>Coordinator</i> Extension Office
Attend meeting spearheaded by the Office of Extension and Community Services to discuss activities and linkages to be undertaken.	Conduct meeting(s) with the beneficiaries for presenting the extension projects to be undertaken	None	3 hours	Director Extension Office Extension Coordinator Extension Office
Crafted a MOA to ensure both parties visions will be achieved.	Review of the drafted MOA for possible approval of the both parties	None	5 days	Director Extension Office Extension Coordinator Extension Office



			0	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signing of the Memorandum of Agreement (MOA)	Meeting with the adopted Barangay, School, LGU, NGOs and Industry for MOA	None	2 hours	President Office of the President
	signing			VPREIA VPREIA Office
				<i>Director</i> Extension Office
				Extension Coordinator Extension Office
				<i>Beneficiaries</i> Office of the Beneficiaries
Prepare the letter of request to conduct extension activities/ linkages	Prepare Endorsement Letter for the conduct of extension activities/linkages	None	3 hours	President Office of the President VPREIA
				VPREIA Office <i>Director</i> Extension Office
None	Submitted the Endorsement letter to the VPREIA and Office of the	None	1 day	<i>President</i> Office of the President
	President		11.	<i>VPREIA</i> VPREIA Office
			1	<i>Director</i> FMS Office





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Waiting for the issuance of Special Order/Cash	Signing of SO and CA/Voucher	None	3 days	President Office of the President
Advance/Voucher	1			VPREIA VPREIA Office
				<i>Director</i> Extension Office
• / /				Director FMS Officce
Conduct of the Extension Activities/ Linkages	Monitoring/ supervision of the activities/ linkages as	None	3 days	Director Extension Office
	stated in the Activity Proposal			<i>Extension</i> <i>Coordinator</i> Extension Office
				<i>Beneficiaries</i> Office of the Beneficiaries
Documentation		None	3 days	Extension Coordinator Extension Office
Evaluation of the Conducted Activities/Linkages	Distribution of the Evaluation Form to the participants/	None	2 hours	<i>Dean</i> Dean's Office
C C	beneficiaries			Extension Coordinator Extension Office
Submission of Terminal Report	Approval of the Terminal Report	None	7 days	<i>Dean</i> Dean's Office
				<i>Extension</i> <i>Coordinator</i> Extension Office
Submission	Clearing from the	None	7 days	Dean
Liquidation Report	financial obligation of the person who	INDIE	i uays	Dean's Office
	shouldered the cash advance			<i>Extension</i> <i>Coordinator</i> Extension Office
	TOTAL	None	43 days	





2. Gender and Development

The Office of Gender and Development tasks are to ensure gender awareness and responsiveness, and support to women and gender issues within the Agency. It shall take the lead role in direction-setting, advocacy planning, monitoring and evaluation, and technical advisory in mainstreaming GAD for the agency, and its programs, projects, activities and processes.

Office of Division: Office of Gender and Development Classification: EARISTIANS and Adopted Barangay, LGU and NGOs CHECKLIST OF REQUIREMENTS WHER TO SECURE GAD Plan and Budget Office of Extension and Community Services- Gender and Development Activity/Project Proposal Office of Extension and Community Services- Gender and Development Activity/Project Proposal Office of Extension and Community Services- Gender and Development Proponent Request Letter Proponent (College, Office, LSU or NGOs) Activity Evaluation Form Office of Extension and Community Services- Gender and Development CLIENT STEPS AGENCY ACTION BE PAID Request for submission of GAD Plan and Budget proposal per College and Offices Consolidating the submitted GAD-PB by the colleges and offices None 14 days GAD Focal Person Extension office None Evaluate Project Proposal submitted offices None 5 days GAD Focal Person Extension Office None Endorse to Prosoal submitted consolidated GAD Plan and Budget of the Institute for encoding to PCW None 14 days <i>Office of</i> the President VPREIA VPREIA Office None 14 days <i>Coordinators</i> Extension Office President for a				1.1	
Type of Transaction: G2C Government to Client Who may avail: EARISTIANS and Adopted Barangay, LGU and NGOs CHECKLIST OF REQUIREMENTS WHER TO SECURE GAD Plan and Budget Office of Extension and Community Services- Gender and Development Activity/Project Proposal Office of Extension and Community Services- Gender and Development Proponent Request Letter Proponent (College, Office, LGU or NGOs) Activity Evaluation Form Office of Extension and Community Services- Gender and Development CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING PERSON RESPONSIBLE Request for submission of GAD Plan and Budget proposal per College and Offices. Consolidating the submitted GAD-PB by the colleges and offices None 14 days GAD Focal Person Extension office None Evaluate Project Proposal submitted by the GAD Focal Person and Technical Working Group None 2 hours President Office of the President for approval of the consolidated GAD Plan and Budget of the Institute for encoding to PCW website. None 14 days GAD Focal Person Extension Office Review of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal Person Extension and review None 14 days Office of the President Review of the GAD Plan and Budge	Office or Division:	Office of Gender and Development			
Who may avail: EARISTIANS and Adopted Barangay, LGU and NGOs CHECKLIST OF REQUIREMENTS WHERE TO SECURE GAD Plan and Budget Office of Extension and Community Services- Gender and Development Activity/Project Proposal Office of Extension and Community Services- Gender and Development Proponent Request Letter Proponent (College, Office, LGU or NGOs) Activity Evaluation Form Office of Extension and Community Services- Gender and Development CLIENT STEPS AGENCY ACTION Request for submission of GAD Plan and Budget proposal per College and Offices. Consolidating the submitted GAD-PB by the colleges and offices None 14 days GAD Focal Person Extension office None Evaluate Project Proposal submitted by the different colleges and Offices None 5 days GAD Focal Person Extension office None Evaluate Project Proposal submitted GAD Focal Person and Technical Working Group None 2 hours President Office of the President for approval of the consolidated GAD Plan and Budget of the Institute for encoding to PCW website. None 14 days GAD Focal Person Extension Office Review of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal Person and for submission and review Waiting for CHED and PCW review and endorsement None 14 days				1	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE GAD Plan and Budget Office of Extension and Community Services- Gender and Development Activity/Project Proposal Office of Extension and Community Services- Gender and Development Proponent Request Letter Proponent (College, Office, LGU or NGOs) Activity Evaluation Form Office of Extension and Community Services- Gender and Development CLIENT STEPS AGENCY ACTION submitted GAD-PB by the colleges and of GAD Plan and Budget proposal per College and Offices. PERSON FEES TO by the colleges and offices PERSON FEES TO BE PAID PERSON TIME None 14 days GAD Focal Person Extension office Dean Dean's Office Dean Dean's Office Dean None Evaluate Project Proposal submitted by the different colleges and Offices None 5 days GAD Focal Person Extension office None Endorse to President for approval of the consolidated GAD Plan and Budget of the Institute for encoding to PCW website. None 2 hours President Office of the President Review of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal Person and for submission and review Waiting for CHED and PCW review and endorsement None 14 days CHED Regional Focal Person Extension office					
GAD Plan and Budget Office of Extension and Community Services- Gender and Development Activity/Project Proposal Office of Extension and Community Services- Gender and Development Proponent Request Letter Proponent (College, Office, LGU or NGOs) Activity Evaluation Form Office of Extension and Community Services- Gender and Development CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE Request for submission of GAD Plan and Budget proposal per College and Offices Consolidating the submitted GAD-PB by the colleges and offices None 14 days GAD Focal Person Extension office None Evaluate Project Proposal submitted by the different colleges and Offices by the GAD Focal Person and Technical Working Group None 5 days GAD Focal Person Extension Office None Endorse to President for approval of the consolidated GAD Plan and Budget of the Institute for encoding to PCW website. None 14 days <i>Office of the</i> <i>Scal Person</i> <i>Extension Office</i> Review of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal Person and for submission and review Waiting for CHED and PCW review and endorsement None 14 days <i>CHED Regional</i> <i>Focal Person</i> <i>Extension office</i>			opted Baran		
Gender and DevelopmentActivity/Project ProposalOffice of Extension and Community Services- Gender and DevelopmentProponent Request LetterProponent (College, Office, LGU or NGOs)Activity Evaluation FormOffice of Extension and Community Services- Gender and DevelopmentCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLERequest for submission of GAD Plan and Budget proposal per College and Offices.Consolidating the submitted GAD-PB by the colleges and officesNone14 daysGAD Focal Person Extension office Dean Dean's OfficeNoneEvaluate Project Proposal submitted by the Gifferent colleges and Offices by the GAD Focal Person and Technical Working GroupNone5 daysGAD Focal Person Extension office Dean's OfficeNoneEndorse to President for approval of the consolidated GAD Plan and Budget of the Institute for encoding to PCW website.None14 days <i>VPREIA</i> Office of the President Office of the President for approval of the consolidated GAD Plan and Budget of the Institute for encoding to PCW website.None14 days <i>GAD Focal Person</i> Extension OfficeReview of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal Person and endorsementNone14 days <i>CHED Regional</i> Focal Person Extension officeReview of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal PersonWaiting for CHED and endorsementNone14 days <i>CHED Regional</i> Focal Person Extension office<		EQUIREMENTS			
Activity/Project ProposalOffice of Extension and Community Services- Gender and DevelopmentProponent Request LetterProponent (College, Office, LGU or NGOs)Activity Evaluation FormOffice of Extension and Community Services- Gender and DevelopmentCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSINC TIMERequest for submission of GAD Plan and Budget proposal per College and Offices.Consolidating the submitted GAD-PB by the colleges and officesNone14 daysGAD Focal Person Extension office DeanNoneEvaluate Project Proposal submitted by the different colleges and OfficesNone5 daysGAD Focal Person Extension office Dean's OfficeNoneEvaluate Project Proposal submitted by the GAD Focal Person and Technical Working GroupNone5 daysGAD Focal Person Extension OfficeNoneEndorse to President for approval of the consolidated GAD Plan and Budget of the Institute for encoding to PCW website.None14 days <i>Office of the</i> Dean's OfficeReview of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal Person and PCW review and endorsementNone14 days <i>Office of the</i> Dean's OfficeReview of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal PersonWaiting for CHED and PCW review and endorsementNone14 days <i>CHED Regional</i> Focal Person Extension officeReview of the GAD Plan and Budget (GAD-PB) by the CHED Regional Focal Person and for submission and reviewNone14 days <i>CHED </i>	GAD Plan and Budget				munity Services-
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend meeting to discuss the activities to be undertaken as stated in the GAD-PB.	Conduct a meeting(s) with the beneficiaries for presenting the projects to be undertaken	None	3 hours	GAD Focal Person Extension office Coordinators Extension Office
Letter request to conduct GAD activities	Endorsement of the GAD Focal Person to the President for the approval of the conduct of activities and request for funding	None	3 hours	President Office of the President VPREIA VPREIA Office GAD Focal Person Extension Office
Waiting for Approval of the conduct of activity, Issuance of Special Order, Cash Advance, Voucher	Signing of SO, CA, Voucher	None	3 days	<i>President</i> Office of the President <i>VPREIA</i> <i>VPREIA Office</i> <i>Director</i>
Conduct of the GAD Activities	Supervision of the activities to be conducted based on the submitted GAD Plan and Budget	None	2 days	FMS Office GAD Focal Person Extension office Coordinators Extension Office
Documentation		None	2 days	GAD Focal Person Extension office
Evaluation of the activities conducted	Distribution of the Evaluation Form to the participants/ beneficiaries	None	2 hours	GAD Focal Person Extension office Dean Dean's Office
Submission of Terminal Report	Approval of the Terminal Report	None	7 days	Focal Person Dean Coordinator
Submission Liquidation Report	Clearing from the financial obligation of the person who shouldered the cash advance	None	7 days	Focal Person Dean Head of Unit Coordinator
	TOTAL	None	55 days & 3 hours	





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Management Information System Services





MANAGEMENT INFORMATION SYSTEM SERVICES

1. Institute Email

Email is provided to staff to assist them in carrying out their duties efficiently and effectively. Email enables effective and efficient communication with other members of staff and students, other companies and partner institute. This policy is in place to ensure effective use of time, to prevent illegal and inappropriate use of email.

Office or Division:	Management Informa	Management Information System Services (MIS)			
Classification:	Simple				
Type of Transaction:	G2C – Government t	o Citizen			
Who may avail:	All				
CHECKLIST OF R			WHERE TO SE	ECURE	
Fill up an Access/Reque submitted to the MIS	st Form to be	MIS Office			
Log to Form of MIS		MIS Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Requesting party submits Access/Request form to the MIS office	Receive the Submitted Form	None	5 Minutes	<i>Head Unit</i> MIS Office	
	Director for MIS will evaluate and approve the unit form	None	15 Minutes	<i>Director</i> MIS Office	
	The Head Unit for User, System Support and Security will add the requesting party in the institute email.	None	15 Minutes	<i>Head Unit</i> MIS Office	
	TOTAL	None	35 Minutes		

2. Request for Internet/Network Connection

Internet/network access is provided to all staff to assist them in carrying out their duties efficiently and effectively. This facilitates access to a vast range of information available on the world-wide web and the communication with people outside of the institute. This policy is in place to ensure effective use of time, to prevent illegal and inappropriate use of the Internet.





Office or Division:	Management Information	on System Se	ervices	0 0
Classification:	Simple			
Type of Transaction:	G2C – Government to (Citizen		
Who may avail:	Internal Clients (Executive Officials, Faculty and Employees)			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE
Fill up an Access/Reque submitted to the MIS	st Form to be	MIS Office	11	
Log to Form of MIS		MIS Office	11	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party submits letter request of requesting Office Head duly approved by the Director of MIS.	Receive the Submitted Form	None	15 Minutes	Head Unit MIS Office
	Director of MIS evaluates location and approve type of connection to be installed upon identification of available service.	None	5 Days	Director MIS Office
	TOTAL	None	5 Days and 15 Minutes	

3. Request for Access on Campus Information System

The Users will only be given sufficient rights to all systems to enable them to perform their job function. User rights will be kept to a minimum at all times. Users requiring access to systems must make a written application on the forms provided by the MIS.

Office or Division:	Management Information	Management Information System Services			
Classification:	Simple				
Type of Transaction:	G2C – Government to C	Citizen			
Who may avail:	Internal Clients (Execut	ive Officials,	Faculty and Empl	oyees)	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
	quest Form to be submitted MIS Office				
to the MIS					
Log to Form of MIS		MIS Office			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
Requesting party submits	Receive the	None	5 Minutes	Head Unit	
letter request to the head	Submitted Form			MIS Office	
of office for			A. A.		
recommendation for the					
Director of MIS for		- S.		1 1 1	
approval.					



Eulogio "Amang" Rodriguez Institute of Science and Technology

Nagtahan, Sampaloc, Manila

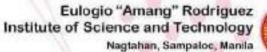
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director of MIS will process and approve the request depending on the needs.	None	10 Minutes	Head Unit MIS Office
	Once approved the Head unit for user, system support and security will be add the account as requested by the requesting party.	None	10 Minutes	Head Unit MIS Office
	TOTAL	None	25 Minutes	

4. Request for an IT Resources

All IT equipment will be providing quality, prompt and efficient delivery IT equipment to be purchased to be reviewed by the MIS for better delivery of IT services.

Office or Division:	Management Informati	on System S	Services	
Classification:	Simple			
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	Internal Clients (Execu	tive Officials	s, Faculty and Em	ployees)
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
Fill up an Access/Reques	st Form to be	MIS Office		
submitted to the MIS				
Log to Form of MIS		MIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TOPROCESSINGPERSONBE PAIDTIMERESPONSIB		
Requesting party identifies IT equipment to be purchased and submit to the Head of IT QA (desktop, laptop, printer other IT equipment' for recommendation to the Director of MIS.	Receive the Submitted Documents	None	15 Minutes	<i>Head Unit</i> MIS Office
R	The Director of MIS evaluates request and determines of IT equipment to be purchased depending on the Office need.	None	3 Days	Director MIS Office
	TOTAL	None	3 Days and 15 Minutes	







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Interr International Affairs **Services**





INTERNATIONAL AFFAIRS SERVICE OFFICE

1. International Internship

International Internship

	Office or Division:	International Affairs S	ervice Office		
	Classification:	Highly Technical			-
	Type of Transaction:		o Citizen		
	Who may avail:	Students			
	CHECKLIST OF R	REQUIREMENTS	WHERE TO SECURE		
	College Grade Evaluation	on Form	College Ser	vices	
	Endorsement Letter		College Ser		
	Parents Waiver		Parents Co	ncern	
	Invitation Letter (Host C	Country)	Organizer		
	College Endorsement		College Ser	vices	
	Curriculum Vitae		Client		
	Passport		Client		
/	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For College. Undergo a grade evaluation from the College	Evaluate Student	None	7 days	Chief, International Internship IAS Office
	From the evaluated Grades be sure that NO Dropped NO Failed	Checking of documents	None		Chief, International Internship IAS Office
	Secure a College Endorsement signed: Program Chair, Practicum Coordinator Dean	Check if all requirements are complied.	None	1 Day	Chief, International Internship IAS Office
	For Student - Family Seek approval from the Parents/Guardian.	Let the Parents/ Guardian be informed by the student for his/ her intention for International internship.	None		Chief, International Internship IAS Office
	International Affairs Service Office	Inform the college on the Programs open for Internship	None	7 days	Chief, International Internship IAS Office
	None	Inform the college on the Programs open for Internship	None	7 days	Chief, International Internship IAS Office





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request the college for the student endorsement	Assist the Student	None	7 days	Chief, International Internship IAS Office
Submit documents for the Initial Screening	Screen the Documents	None	7 days	Chief, International Internship IAS Office
Student will undergo for Final interview	For those who; 1. Did not Passed, they will be shortlisted. 2. Passed; they will be recommended for final Interview via skype, virtual, face to face by our Foreign Host Establishment/ Organization	None	7 days	Chief, International Internship IAS Office
Attend the Orientation (PDOS)	Conduct Orientation	None	7 days	Chief, International Internship IAS Office
	IASO recommendation for the Board of Trustee Approval Present to BOT	None	3 Days	Chief, International Internship IAS Office
Seek approval from CHED-Office of Student Development Services (OSDS)	Seek Approval of CHED	None	3 Months	<i>President</i> Office of the President
Clearance		1	1 Month	VPAA VPAA Office
			11	<i>Registrar</i> SARRMS Office
				CHED – Office of Student Development Services OSDS Office
	TOTAL	None	5 mos. & 23 days	





2. Student Mobility (Temporary Mobility)

Student Mobility Outbound Mobility and Inbound Mobility.

		00			
Office or Division:	International Affairs Service Office				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citi	zen		1 1 1 1 1 1	
Who may avail:	Students				
	REQUIREMENTS		WHERE TO SEC	URE	
College Grade Evaluatio	n Form	College Ser			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
For Outbound Cross Institutional Study. Students must apply accompanied by relevant documents as outlined in the form, by the published due dates in the Important Dates.	Assist and Process based from the eligibility criteria and approval of the application to participate	None	3 days	Staff IAS Office	
	Applications require the approval of the Program Chair, Dean and the Registrar		1 day	Staff IAS Office	
	Approval to undertake cross-institutional study applies only to the specific subject(s) and institution indicated in the notification the student may not substitute another subject(s) without obtaining approval		3 days	<i>Staff</i> IAS Office	
R	Approval may be granted under the following circumstances: relocation, compassionate or compelling circumstances, required subject is no longer available In EARIST; or Where the student has failed a subject.		3 days	Staff IAS Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Outbound Exchange Eligibility Criteria Application and approval to participate	Assist and Process	None	10 days	Staff IAS Office
		TOTAL	20 days	

3. Faculty Mobility

3.1 (Scholarship to Study)

Faculty and Staff Mobility

Office or Division:	International Affairs Service Office					
Classification:	Highly Technical	Highly Technical				
Type of	G2C – Governme	ent to Citizen				
Transaction:						
Who may avail:	Faculty					
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE		
Approval Letter		Institute				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit Invitation to study, Endorsement from the College, Endorsement from the Human Resource Services and Approval from the President/BOT	Assist and Process the Documents	None	3 Months	Staff IAS Office <i>Chief</i> HRMS Office <i>Director</i> FMS Office <i>VPAA</i> VPAA Office		
		TOTAL	3 Months			





3.2 Faculty Mobility (Research Presentation)

Faculty and Staff Mobility

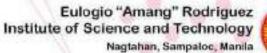
Office or Division:	International Affairs Servi	International Affairs Service Office			
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Faculty				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Approval Letter		Institute		1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Invitation, Endorsement from the Director of Research and Approval	Assist and Process the Documents	None	3 Months	Staff IAS Office <i>Chief</i> HRMS Office <i>Director</i> FMS Office <i>VPAA</i> VPAA Office	
		TOTAL	3 Months		

3.3 Faculty Mobility (Invitation to Teach)

Faculty and Staff Mobility

Office or Division:	International Affairs Service Office				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Cit	tizen			
Who may avail:	Faculty	Faculty			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Approval Letter	-	Institute	-		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Invitation to Teach, Endorsement from the College and Approval	Assist and Process the Documents	None	3 Months	Staff IAS Office <i>Chief</i> HRMS Office <i>Director</i> FMS Office <i>VPAA</i> VPAA Office	
		TOTAL	3 Months		







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OFFICE OF ECC ADMINISTRATOR SERVICES

1. Signing of Student's General Clearance

Student's clearance is signed after the two signatories have been completed, for whatever legal purpose, such as request for records, certification, and other documents.

Office or Division:	Office ECC Administra	ator Services		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			N
Who may avail:	Students			
CHECKLIST OF F	REQUIREMENTS WHERE TO SECURE			
Clearance form (for app records)	Dication of student Registrar's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure first the signature of the Cashier/Accounting and the Chief, OSA	Signing of Clearance	None	5 Minutes	Campus Administrator ECC Administrator Office
	TOTAL	None	5 Minutes	

2. Signing of Transcript of Records (Under "reviewed by")

The Transcript of Records is reviewed by the Campus Administrator and is signed before the Approval of the EARIST Registrar for release.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF R				
Accomplished Transcrip	pt of Records Registrar's Office			
Official Receipt of Paym	nent Cashier's Office			
Attachments: Submitted	l Credentials	Registrar's Office		
CLIENT STEPS	AGENCY ACTION	AGENCY ACTION FEES TO PROCESSING		PERSON RESPONSIBLE
ECC Asst. Registrar to sign first the Transcript of Records and attach requirements (submitted credentials, official receipt of payment)	Signing of TOR	None	5 Minutes	Campus Administrator ECC Administrator Office
	TOTAL	None	5 Minutes	





3. Signing of Faculty Clearance (End of School Year)

The Faculty Clearance is signed which indicates that the concerned instructor is cleared of all money and other accountabilities/responsibilities for the school year specified.

Office or Division:	Office ECC Admin	nistrator Service	es	0 0	
Classification:	Simple		11		
Type of Transaction:	G2C – Governme	G2C – Government to Citizen			
Who may avail:	Faculty				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Clearance Form		Admin Office			
Printed Copy of Grade	Sheet Registrar's Office				
Annual Report	Faculty Concern				
Financial Report (If App	olicable)	Faculty Conce	ern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure initial of Librarian, Asst. Registrar, and Instruction Supervisor	Submission of Requirements and signing of Faculty Clearance	None	10 Minutes	Campus Administrator ECC Administrator Office	
	TOTAL	None	10 Minutes		

4. Signing of Locator's Slip

Signing of the locator's slip is needed before the faculty leaves the campus for official business and to be submitted upon return, which is countersigned by the person with whom the transaction was made.

Office or Division:	Office ECC Admir	Office ECC Administrator Services			
Classification:	Simple				
Type of	G2C – Governme	ent to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF RE					
Accomplished Locator	r's Slip	Admin Office/ Campus Admin			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fill out the information in the locator's slip, Indicate the date and time of departure, destination and purpose/reason	Signing of Locator's Slip and Record transaction in the Locator Slip Logbook	None	10 Minutes	Campus Administrator ECC Administrator Office	
	TOTAL	None	10 Minutes		



5. Filing of Application for Leave of Absence (Form 6)

The Campus Administrator signs the Form 6 to be submitted by the faculty in case of vacation leave or sick leave.

	Office FOO Advairate			
Office or Division:	Office ECC Administr	ator Services		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE			CURE
Accomplished Form 6		HRMs		N
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Form 6 (Application for Leave of Absence) and submit Form 6 for Filing and for submission to EARIST-Manila (HRMS)	Filing of Form 6 and recording	None	3 Minutes	Campus Administrator ECC Administrator Office
	TOTAL	None	3 Minutes	

6. Request for Approval to Conduct Activity or Project

The letter of request submitted by the concerned faculty is being given action as to whether the activity/project is approved or disapproved for consideration or implementation.

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:				
CHECKLIST OF RE				
Letter of Request	Concern Party			
Prepared Programme		Concern Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Specify the activity/project to be conducted, date, persons involved, and other information/details and Attach accomplished parent's waiver/permit (if applicable) and prepared program	Check/verify if said activity was included in the ECC Consolidated Action plan	None	2 days	Campus Administrator ECC Administrator Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Recommending Approval/endorsement of other offices concerned	Approval to Conduct Activity/Project	None	1 day	Campus Administrator ECC Administrator Office
	TOTAL	None	3 days	

7. Signing of request for Faculty Development (Seminars, training, presentation, etc.)

The request made/submitted by the faculty is given action as to approval or disapproval

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			1 1
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REC	QUIREMENTS WHERE TO SECURE			CURE
Letter of Request	Faculty Concern			
Letter of Invitation		Organization/Facilitator Concern		'n
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complete the details in your request (inclusive date, fees to be paid if there's any, venue, sponsor, etc.) and Attachment the letter of Invitation	Secure recommending approval by other offices concerned (if applicable)	None	10 Minutes	Campus Administrator ECC Administrator Office
	TOTAL	None	10 minutes	

8. Securing Approval of Request for (Students' Permit to enter the Campus on non-school days/hrs.

The submitted request to enter the campus is given action as to approval or disapproval

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen		
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		\//LI	ERE TO SECURE	
	QUIKEWIENIS	VVIII VVIII		
Letter of Request endors		Student Concern		
	•			





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signing of Letter of Request and Indicate in the letter of request the following: purpose of entering the campus on non-school days, activity, date, time, organization	Secure endorsement and signature of faculty concerned and recommending approval	None	10 Minutes	Campus Administrator ECC Administrator Office
	TOTAL	None	10 Minutes	

9. Application for by Position (Teaching Position, Job Order **Position, Student Assistantship)**

The application for a certain position is accepted and is referred to or given recommendation (if available) for action/approval by the Main Campus

9.1 **Teaching position**

Office or Division:	Office ECC Administrator Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			URE
Application Letter/Cover	Letter	Client Concer	'n	
Resume or Curriculum V	/itae	Client Concer	'n	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approval and Signing of Request • Submit Letter of Application and Resume addressed to the EARIST President • Attach supporting documents	Feedback or Action on the Application based on the vacancy or need	None	10 Minutes	Campus Administrator ECC Administrator Office
	TOTAL	None	10 Minutes	



9.2 Job Order Position

Office or Division:	Office ECC Adm	Office ECC Administrator Services			
Classification:	Simple				
Type of Transaction:	G2C – Governm	G2C – Government to Citizen			
Who may avail:	All		1		
CHECKLIST OF REC	QUIREMENTS	UIREMENTS WHERE TO SECURE			
Bio-data or Resume		Client Concern			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Bio-data or Resume	Preparation of Endorsement to be forwarded to EARIST-Manila if the need is confirmed	None	10 Minutes	Campus Administrator ECC Administrator Office	
	TOTAL	None	10 Minutes		

9.3 Student Assistantship

Office or Division:	Office ECC Adm	Office ECC Administrator Services		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	CURE
Endorsement by Facult	y or Personnel	Student Cond	cern	
Certificate of Registration	on	Student Cond	cern	
Schedule of Vacant or A	Available Time	Student Cond	cern	
for S.A duty	-			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit COR and Endorsement by Faculty or Personnel and Submit Proposed Schedule or Availability	Preparation of Endorsement to be forwarded to EARIST-Manila	None	10 Minutes	Campus Administrator ECC Administrator Office
•	TOTAL	None	10 Minutes	



10. Signing of Application for Graduation

The accomplished application for graduation submitted by the program heads and advisers are signed.

Office or Division:	Office ECC Administ	rator Services		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			and the second se
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE			
Application for Graduati	on	Client Conce	rn	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Application for Graduation Form from the Office of the Assistant Registrar and Complete the signatures and other requirements, payment of fees	Signing of Application for Graduation	None	5 Minutes	Campus Administrator ECC Administrator Office
	TOTAL	None	5 Minutes	

11. Review and Signing of Class Program and Faculty Assignment

The Faculty Assignment and class programs prepared by the program heads are reviewed in accordance with the prescribed number of units for regular load, consistency of subject codes and description/course title, time and manner of scheduling

Office or Division:	Office ECC Administ	rator Services		
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS WHERE TO SECURE			
Draft but Reviewed Clas	ss Program by the	Program Hea	d	
Section and Faculty Ass	tion Supervisor by Course and n and Faculty Assignment (with ted FTE) System g <mark>enerat</mark> ed Class			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Class Program and Faculty Assignment by Program Heads to be reviewed by the Instruction Supervisor	Review and finalization, and signing of the Class Program and Faculty Assignment	None	5 Days	Campus Administrator ECC Administrator Office
	TOTAL	None	5 Days	





12. Approval of Request for Supplies

The request for supplies by faculty/personnel is approved subject to availability before the property custodian releases the requested items, for monitoring.

Office or Division:	Office ECC Adm	Office ECC Administrator Services			
Classification:	Simple		7.7	0 0	
Type of Transaction:	G2C – Governm	2C – Government to Citizen			
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE	
Request Form for Supp	lies	Property/Sup	ply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Indicate request for supplies by filling out the Request Form	Initial by the Property Custodian to indicate availability of supplies requested	None	5 minutes	<i>Campus Administrator</i> ECC Administrator Office	
None	Approval of Request for Supplies	None	5 minutes	Campus Administrator ECC Administrator Office	
	TOTAL	None	10 Minutes		





ECC ADMINISTRATIVE SERVICES

1. Request for Utilization of Facilities

This service will only be applicable if ever there are interested parties outside the ECC community for the use of facilities to be rented.

	Office of Administrative Services			
	Simple			
	G2C – Government	to Citizen		
	All			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE
Application Form for the L Facilities	Jtilization of ECC	Admin Servic	es Office	
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Multi-Purpose Hall				
	Secure approval of Application form	2,000.00	15 Minutes	<i>Chief</i> ECC Admin. Services Office <i>Campus</i>
				Administrator
				ECC Administrator
				Office
Quadrangle				011100
Fill out/Accomplished	Secure approval of Application form	3,000.00	15 Minutes	Chief ECC Admin. Services Office
				Campus Administrator ECC Administrator Office
Main Lobby / Classroom				
	Secure approval of Application form	None	15 Minutes	Chief ECC Admin. Services Office
				Campus Administrator ECC Administrator Office
	TOTAL	Depend on Facilities	15 Minutes per Transaction	





2. Request for repair and Installation of fluorescent lamp, and other facilities

The request is made by concerned personnel and is being processed subject to the availability of materials needed and schedule of manpower to do the work.

Office or Division:	Office of Adminis	trative Service	S	
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	ent to Citizen	2	
Who may avail:	All			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	CURE
Request form signed by requesitioner.	the Admin Services Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request form for Repair or Installation	Secure Approval of Request	None	3 Days	Chief ECC Admin. Services Office Campus Administrator ECC Administrator Office
	TOTAL	None	3 Days	





ECC QUALITY ASSURANCE SERVICES

1. AACCUP Accreditation

This includes asking for confirmation from the faculty concerned before requesting for the approval of the president and preparation of the Special Order.

Office or Division:	Office of the ECC Q	uality Assurand	ce Services (ECC	-QA)
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	All			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			
Letter of Invitation		AACCUP		
Signature of Concerned	Faculty Faculty Concern			
Endorsement Letter		Quality Assur	ance Office	
Special Order		Office of the President		
CLIENT STEPS	NT STEPS AGENCY ACTION		PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Present Invitation from	confirmation by the	None	5 minutes	AACCUP,
AACCUP	concerned faculty			
1.	5			Concerned faculty
1				ECC-QA Office
None	confirmation by the	None	3 minutes	Concerned faculty
10	concerned faculty			ECC-QA Office
None	Secure S.O from	None	30 minutes	Office of the
1	EARIST President			President
0				ECC-QA Office
	TOTAL	None	38 minutes	

2. Request for accreditation documents

Prepare a letter and submit to the concern authorities for the necessary documents needed.

Office or Division:	Office of the ECC Qu	Office of the ECC Quality Assurance Services			
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS WHERE TO SECURE				
Written Request	Client Concern				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit written request	Photocopy of Documents	None	1 Day	Chief, Quality Assurance Services ECC-QA Office	
	TOTAL	None	1 Day		





ECC INSTRUCTION SUPERVISOR SERVICES

1. Consolidation and Review of Class Program: Faculty loading, Class Schedule and Room Utilization

This involves checking and reviewing of the schedule prepared by the program heads/coordinator

Office or Division:	ECC Instruction	Supervisor Ser	vices (ECC-IS)	
Classification:	Complex	•		
Type of Transaction:	G2C – Governme	ent to Citizen		
Who may avail:	All			A 4
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE
Draft of Faculty Loading Schedule and Room Uti		Program Hea	d	11
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submission of printed class schedule, faculty loading and room utilization	Review of Class Schedule, Faculty Loading and Room Utilization	None	2 Days	Instruction Supervisor Campus Administrator ECC-IS Office
	Finalization as to FTE and official time of faculty	None	2 Days	Program Head ECC-IS Office Instruction Supervisor ECC-IS Office Campus Administrator ECC-IS Office
	TOTAL	None	4 Days	



2. Student Enrolment: Review and Approval of Advisement Slip This involves the review, checking, and approval the advisement slip issued to students.

Office or Division:	ECC Instruction Supe	ervisor Service	es	
Classification:	Simple			
Type of Transaction:	G2C – Government to	o Citizen		
Who may avail:	Student			
CHECKLIST OF R				
Advisement Slip (only for evaluation checklist and		Student Con	cern	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Advisement Slip	Check form (number of units to be enroll and if fully sign by concerned program head)	None	5 Minutes	Instruction Supervisor ECC-IS Office
	Sign the advisement slip and return to the student concerned to proceed to MIS for tagging and validation	None	1 Minutes	Instruction Supervisor ECC-IS Office
	TOTAL	None	6 Minutes	

3. Student completion form for incomplete grades

This is checking of entries in the completion form before signing.

Office or Division:	ECC Instruction Supervisor Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Student		
CHECKLIST OF R	LIST OF REQUIREMENTS WHERE TO SECURE		
Accomplished completion	on form duly signed Student Concern		
by the subject professor	r and program head		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit completion form by program head (duly accomplished by student, signed by subject professor concerned and program head)	check the entry (if properly fill- out by the student the subject code and description the semester, grades and signed by concerned subject professor and program head	None	4 Minutes	Program Head ECC-IS Office Instruction Supervisor ECC-IS Office
	Signing of completion form and forwarded to the Registrar's Office (for the Registrar's copy and to program heads (for the faculty and student copy)	None	1 Minutes	Instruction Supervisor ECC-IS Office Program head, Registrar's ECC-IS Office
	TOTAL	None	5 Minutes	

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ECC PROGRAM HEAD SERVICES

1. Interview of applicant for enrolment

Applicants are interviewed based on the qualifications needed for the program, their previous scholastic performance, their family background and reason for choosing the Institution.

Office or Division:	ECC Program Heads S	ervices		
Classification:	Simple			
Type of Transaction:	G2C – Government to (Citizen		
Who may avail:	Students			2
CHECKLIST OF F			WHERE TO SE	CURF
Interview Slip		Program H		
Birth Certificate		PSA	Cau	
Form 138		High School		
Good Moral		High School		
ECAT Application form		Registrar		
ECAT Application form		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE
None	Conduct personal interview	None	25 Minutes	Program head or Designated officer In-charge ECC-PHS Office
Administration of program placement test (PPT) Only for the following: BSCS, BS Info. Tech, BSIP, and BSBA	Administer program placement test to the applicant	None	30 Minutes	Concerned Program head services ECC-PHS Office
Computation of admission result for BSCS, BS Info. Tech., BSIP and BSBA (ECAT, Interview, PPT, GWA)	Checking and computation of admission result	None	2 Days	Designated officer In-charge ECC-PHS Office Concerned Program Head ECC-PHS Office
Issuance of Advisement Slip (New Students)	Issuance of advisement slip to the applicant	None	10 Minutes	Program heads or Designated officer in-charge ECC-PHS Office
Issuance of advisement slip (Old students)	Review of evaluation checklist/ROG and Checking of no. of load and units	None	10 Minutes	Program heads or Designated officer in-charge ECC-PHS Office
None	Signing and Issuance of advisement slip	None	25 Minutes	Program heads or Designated officer in-charge ECC-PHS Office
	TOTAL	None	2 days, 1 hour and 40 minutes	





2. Preparation of Class Program, Faculty Assignment and Room Utilization

Creation of Class Program based on the approved curriculum checklist. Subjects will be assigned to the faculty based of their field of expertise. There must be no conflict with regards to the day and time of the subject as well as the load for individual faculty. Room utilization must then be assigned for each of the subjects.

Office or Division:	ECC Program Heads Serv	ECC Program Heads Services			
Classification:	Simple		1 1		
Type of	G2C – Government to Citi	zen			
Transaction:				1 2 2	
Who may avail:	Faculty				
	F REQUIREMENTS		WHERE TO SEC	URE	
Curriculum Checklist		Program Hea			
FTE units and no. Re program		Instruction S	-	11.	
Curriculum Program		Program Hea		1 1	
Projected no. of section course	ions per year level and	Program Hea	ad	1 1	
No. of available room	15	Program Hea			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Initial drafting of Class Program		None	3 hours	Program Head, ECC-PHS Office Instruction Supervisor ECC-PHS Office	
Submission of initial draft of Class Program, Faculty Assignment and Room Utilization to the Instruction Supervisor	Consolidation and Review of Class Program, Faculty Assignment and Room Utilization with the Instruction Supervisor	None	5 hours	Program Head ECC-PHS Office Instruction Supervisor ECC-PHS Office	
None	Revision and submission of final draft of Class Program, Faculty Assignment and Room Utilization to the Instruction Supervisor	None	1 day	Program Head ECC-PHS Office Instruction Supervisor ECC-PHS Office	
None	Encoding and Posting of Approved Class Program, Faculty Assignment and Room Utilization in the system	None	1 day	Program Head ECC-PHS Office Instruction Supervisor ECC-PHS Office	
	TOTAL	None	2 Days and 8 hours		





3. Preparation of Advisement Slip by Program (per year level per section)

Advisement Slips are issued for each of the students who will enroll for the current semester. Documents will be needed such as the student's previous semester COR (Certificate of Registration), ROG (Report of Grades) or EOG (Updated Evaluation of Grades) for Graduating Students.

Office or Division:	ECC Program Head	ECC Program Heads Services			
Classification:	Simple				
Type of Transaction:	G2C – Government	t to Citizen			
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Finalized Class Program	า	Program Head			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Encoding of the advisement slip of the class program per year level and section	Print out and photocopy of Advisement Slip	None	1 Day	Program Head ECC-PHS Office	
	TOTAL	None	1 Day		

4. Student completion form for incomplete grade

Service Description: Issuance of form and completion of incomplete grades. Completion form are filled out by the students and processed by the instructor concerned upon the completion of the requirements who incurred a remark of INC (Incomplete) in his/her subject not later than one semester after he/she acquired the INC grade.

Office or Division:	ECC Program Heads Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			
Duly accomplished com	oletion form signed Registrar's Office			
by Faculty/Subject Instru				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEFS	ACTION	PAID	TIME	RESPONSIBLE
The student will fill-up	The Faculty	Php20	3 Minutes	Faculty
the completion form	concerned will			ECC-PHS Office
and submit it to the	submit personally			
concerned faculty	the completion			
	form to Program			
	Head for signing			
	and recording			- /-



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student will be informed once the completion form is fully accomplished and approved.	The completion form will be forwarded and submitted to the Instruction Supervisor	None	1 Minute	Faculty, ECC-PHS Office Program Head ECC-PHS Office Instruction Supervisor ECC-PHS Office
Once accomplished and approved, copy of the form will be given back to the student.	The Student's completion form signed by the Program Head and Instruction Supervisor will be returned to the following: 1 copy for the student 1 copy for the Faculty	None	5 Minutes	Program Head ECC-PHS Office
	TOTAL	None	9 Minutes	

5. OJT Deployment (for BSIT, BSP, BSHM, BSCS, BS Info. Tech, BSBA, BSOA)

Issuance, processing and approval of On-the-Job Training requirements. All documents/forms to be issued by the OJT Coordinator to students enrolled on the subject. Documents must then be reviewed and signed by the OJT Coordinator with recommending approval from the Program Head and approved by the Campus Administrator.

5.1 Review and signing of documents

Office or Division:	ECC Program Heads Services		
Classification:	Simple		
Type of Transaction:	G2C – Governmen	t to Citizen	
Who may avail:	All		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
OJT Manual Initial Evalu	lation:	Student Concern	
Application Letter		Student Concern	
Recommendation/ Endorsement Letter Program Head / OJT Coordinator		Program Head / OJT Coordinator	
Acceptance Letter		Program Head / OJT Coordinator	



FEES TO BE PROCESSING PERSON **CLIENT STEPS AGENCY ACTION** PAID TIME RESPONSIBLE OJT Coordinator For review by OJT None 1 Day Review and signing of ECC-PHS Office coordinator with Documents recommending Program Head approval from PH ECC-PHS Office and approval of Campus Campus Administrator. Administrator ECC-PHS Office Program Head The student will submit Orientation None 1 Day the following ECC-PHS Office Program for OJT requirement for OJT Coordinator evaluation and ECC-PHS Office signature TOTAL None 2 Days

5.2 Deployment of on the job trainee

Office or Division:	ECC Program Head	s Services		
Classification:	Complex			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	All			
CHECKLIST OF RE	EQUIREMENTS	V	WHERE TO SECU	JRE
Application letter		Student Conce	rn	
Comprehensive resume		Student Conce	rn	
Updated Evaluation of g	rade	Registrar's Offi	се	
Parents Certification and	l waiver	Program Head	/ OJT Coordinate	or
Photocopy of MOA		Program Head / OJT Coordinator		
OJT rules and regulation	า	Program Head / OJT Coordinator		
student health record	-	Medical Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Deployment of on the job, trainee				
Student should submit the corresponding requirement to the program head for evaluation and approval.	Upon approval the student will be deployed by the program head to their respective department/agency	None	7 Days	OJT Coordinator on-the-job Trainee OJT Coordinator ECC-PHS Office Program Head ECC-PHS Office
	TOTAL	None	7 Days	



6. Communication for Recommendation/ Approval

Service Description: Planning out the organization of all student's activity

Office or Division:	ECC Program Hea	ds Services	11	0 1	
Classification:	Simple		1.1		
Type of Transaction:	G2C – Governmen	G2C – Government to Citizen			
Who may avail:	All				
CHECKLIST OF RE	•				
Request letter stating pu activity/project in and th		Student Conce	rn		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit request for the conduct of the activity/project	Request for review of possible conflict on schedule or necessity of said activity.	None	15 Minutes	Program Head ECC-PHS Office	
	TOTAL	None	15 Minutes		





OFFICE OF THE ECC REGISTRAR'S SERVICES

1. Application of ECAT and Pre-Enrolment

This service is applicable during enrollment period. ECAT is for freshmen only.

		1.1				
	Office or Division:	Office of the ECC	Registrar			
	Classification:	Simple				
	Type of	G2C – Governme	nt to Citizen			
	Transaction:					
	Who may avail:	All	-			
	CHECKLIST OF RE			WHERE TO SEC	URE	
1	F-138 / SF-9 Card		Senior High Sc	chool		
	PSA Birth Certificate		PAS			
	Good Moral Certificate		Senior High School			
	Interview slip approved	by the Program	Program Head			
	Head for applied Cours					
	Medical Receipt with Pa		Clinic	· · · · · · · · · · · · · · · · · · ·		
1	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Submit of Requirement photocopy only	Screening of documents	None	5 minutes	Registrar Staff ECC Registrar Office	
	None	Checking of Acceptance of Requirements	None	5 minutes	Registrar Staff ECC Registrar Office	
	Fill out of application form for ECAT and college profile	Login applied course with application number	None	5 minutes	Registrar Staff ECC Registrar Office	
	Submit fill out form encoding of applied profile and college admission (Picture taking of new applicants)	Scheduling ECAT exam within that date result	None	5 minutes	Registrar Staff ECC Registrar Office	
1	None	Proceed to Guidance Office for the result of ECAT exam	None	5 minutes	Registrar Staff ECC Registrar Office	
	Acceptance of Original documents with long brown envelope with printed name	Checking of documents	None	10 minutes	Registrar Staff ECC Registrar Office	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student undergo Medical Check-up	Assessment	Depend on Medical Clinic	5 minutes	Clinic ECC Registrar Office
None	Give the student number by the staff at Registrar Office with the Photo ID	None	10 minutes	Registrar Staff ECC Registrar Office
Return to program head	for Issuance of advisement slip (for tagging and validation)	None	5 minutes	Program Head ECC Registrar Office Enrolling Officer ECC Registrar Office
	Issuance of Certificate of Registration	None	5 minutes	Registrar Staff ECC Registrar Office
	TOTAL	None	1 hour and 5 minutes	

2. Completion Forms

These are accomplished by those students having INC (Incomplete) grades with lacking requirements that need to be complied.

Office or Division:	Office of the ECC Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Governmen	G2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			
Completion Form	Registrar Office			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTION	PAID	TIME	RESPONSIBLE
Submitted completion	Encoding of Inc.	None	3 minutes	Assistant
form duly signed by	Grades			Registrar
the subject professor				ECC Registrar
and Instruction				Office
Supervisor				
	TOTAL	None	3 minutes	



ECC NATIONAL SERVICES TRAINING PROGRAM

1. NSTP Certificate Releasing

Issuance of Certification as graduate of NSTP (CWTS/LTS). Certificate of graduation is being issued to students to certify the he/she finished NSTP course.

Office or Division:	ECC NSTP Office	ECC NSTP Office			
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Students				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Passed NSTP I and NS	TP II (ROG) Registrar's Office				
Certificate of Registratio	on Registrar's Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the Requirements	Process the record the documents.	20.00	3 Days	NSTP Coordinator ECC NSTP Office	
	TOTAL	20.00	3 Days		

2. NSTP Serial Number

Issuance of Serial number (NSTP Graduate) from the CHED. The issued number will be given who completed the NSTP course.

Office or Division:	ECC NSTP Office	ECC NSTP Office			
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Students	Students			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Letter of Request from o	other school Other School / Institution / University		sity		
(Transferee)					
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
Submit the	Request	None	3 Days	NSTP	
Requirements	forwarded to			Coordinator	
	CHED by the				
	NSTP Director				
	TOTAL	None	3 Days		



3. Selection and Approval of NSTP Component (MTS, CWTS, LTS)

The selection and approval of NSTP component is given upon completion of 6 common modules. After finishing the 6 modules, then will choose the respective NSTP components.

Office or Division:	ECC NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			
Copy of COR of Medical	l Certificate	Student / Regist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
After NSTP Orientation	Sorting of	None	3 Days	NSTP Coordinator
Selection of	Chosen			ECC NSTP
Components	Component			Office
	TOTAL	None	3 Days	

4. Signing of Request for NSTP Activities

The request for the approval of NSTP activities of the programs will be presented to the office of the president through communication letter.

Office or Division:	ECC NSTP Office	ECC NSTP Office			
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Students				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Request letter Program	of Activities	Concern Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present letter of request signed by the requesting group/course	Assessed and Evaluate	None	3 Days	NSTP Coordinator ECC NSTP Office	
× ·	TOTAL	None	3 Days		



5. Earthquake drill

The conduct of Earthquake Drill is through proper communication and channel to concern agency with the approval from Campus administrator through the initiative of NSTP coordinator.

Office or Division:	ECC NSTP Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	IRE
Request letter addresse	d to the Campus	Concern Facilita	ator	
Administrator				
CLIENT STEPS	AGENCY	FEES TO BE PROCESSING PERSON		
	ACTION	PAID	TIME	RESPONSIBLE
Submit letter of request for recommending approval by the NSTP Coordinator and Campus Administrator using facilities and participation of students	Process and Approval	None	3 Days	NSTP Coordinator ECC NSTP Office
	TOTAL	None	3 Days	

6. Fire Drill

The conduct of Fire Drill is through proper communication and channel to concern agency with the approval from Campus administrator through the initiative of NSTP coordinator.

Office or Division:	ECC NSTP Office	ECC NSTP Office			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Students				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Request letter addresse Administrator	d to the Campus	Concern Facilitator			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Prepared letter of request Seek Approval of request letter of NSTP Coordinator	Process and Approval	None	3 Days	NSTP Coordinator ECC NSTP Office	
	TOTAL	None	3 Davs		





ECC LIBRARY SERVICES

8. Circulation of books and other library materials

This is how any book or library material is borrowed, lend and return inside the reading area by its library users or even brought home for use depending on availability.

8.1 For students

Office or Division:	Library Services	Library Services			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government to C				
Who may avail:	Administrators, Faculty,	students, v	isitors, alumni		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE	
Book Card/Borrowers' S	lip	Library		1 1	
Student ID / or Certificat	e of Registration (COR)	Student/Cl	ient Concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
FOR STUDENTS Present COR to the staff Go to the shelf and locate the material/book	If in case he/she finds difficulty in locating, staff assists client	None	5 Minutes	Library Staff on duty ECC Library Services	
Once the material/book is found, he signs the book card and present to the staff	card attached to his ID/	None	2 Minutes	Library Staff on duty ECC Library Services	
If being returned, he hands over the material to the staff	•	None	3 Minutes	Library Staff on duty ECC Library Services	
	TOTAL	None	10 Minutes		



8.2 For Regular Faculty

Office or Division:	Library Services			000	
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Administrators, Fa	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF RE				IRE	
Book Card/Borrowers' S	Slip Library				
Valid ID	Faculty/Client Concern				
CLIENT STEPS	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
For Regular Faculty Presents the title of the material/book request	Signs the book card	None	5 Minutes	Library Staff on duty ECC Library Services	
	TOTAL	None	5 Minutes		

8.3 For Part-time Faculty

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	Administrators, Fac	culty, students, vi	isitors, alumni	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Book Card/Borrowers' S	lip	Library		
Valid ID		Faculty/Client C	oncern	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Part Time Faculty Presents his/her any valid ID	Staff keeps the record at the faculty file borrowed items	None	2 Minutes	Library Staff on duty ECC Library Services
None	Once it is returned, staff sends acknowledgment and provide copies for both the library and the faculty, and keeps a master list record for the faculty's returned items.	None	3 Minutes	Library Staff on duty ECC Library Services
	TOTAL	None	5 Minutes	





9. Photocopying of any books, documents, items & materials

This is providing library users permission to reproduce and availing any materials allowable for photocopying subject to copyright laws and guidelines.

Office or Division:	Library Services			0 0
Classification:	Simple		1. 1	
Type of Transaction:	G2C – Governmen	t to Citizen	11	
Who may avail:	Administrators, Faculty, students, visitors, alumni			
CHECKLIST OF RE	QUIREMENTS	v	VHERE TO SECU	RE
Student ID		Student / Client	Concern	1 8 8
Certificate of Registratio	n (COR)	Student / Client	Concern	
Book Card / Borrower SI	ip's	Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents COR Signs the book card	The staff keeps both the COR and signed book cards together	None	5 Minutes	Library Services Staff on Duty ECC Library Services
Returns the material/book immediately after using	Upon return, staff hands over his/her COR in exchange of the item	None	5 Minutes	Library Services Staff on Duty ECC Library Services
	TOTAL	None	10 minutes	

10. Overnight or over weekend use of any books and other resources

This is to allow taking out books and other resources of the library for home use or during weekend in order to maximize usage subject to rules and regulations.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Governmer	it to Citizen		
Who may avail:	Administrators, Fac	culty, students, visitors, alumni		
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Student ID		Student / Client Concern		
Certificate of Registration (COR) Student / Client Concern		Student / Client Concern		
Book Card / Borrower Slip's Library		Library		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents COR Signs the book card Hands over to the staff		None	5 Minutes	Library Services Staff on Duty ECC Library Services
the signed book card Student keeps the material/book one(1) night for overnight, and if weekend, over the weekend, to be	the items being	None	5 Minutes	Library Services Staff on Duty ECC Library Services
returned the following working day first hour of the library service hours				
	TOTAL	None	10 Minutes	

11. Issuance of Referrals to enrolled students

This is issued to enrolled students in order for them to avail or allow use of facilities and resources outside own library with a mutual understanding that they are subject to existing outsiders or visitors' restrictions.

Office or Division:	Library Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Administrators, Faculty, students, visitors, alumni				
CHECKLIST OF RE	QUIREMENTS	v	HERE TO SECU	RE	
Student ID	Student / Client Concern				
Certificate of Registration	on (COR) Student / Client Concern				
Referral Form List	Library				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CEIENT STEFS	ACTION	PAID	TIME	RESPONSIBLE	
Presents COR	Staff issues the	None	10 Minutes	Library Services	
Signs the book card	referral and			Staff on Duty	
Signs the referral form	reminds students			ECC Library	
list	on the guidelines Services			Services	
	to follow				
	TOTAL	None	10 Minutes		



12. Use of Computer / Equipment

This gives rights and privileges to library users make use of available equipment, tools or any gadgets for instruction/classroom use on reservation basis.

00010.						
Office or Division:	Library Services					
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governmen	it to Citizen				
Who may avail:	Administrators, Fac	culty, students, vi	isitors, alumni			
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	RE		
Student ID		Student / Client	Concern			
Certificate of Registration	n (COR)	Student / Client	Concern			
Users' Log Sheet		Library				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON		
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE		
Presents COR	Remind his/her	None	10 Minutes	Library Services		
Signs the list provided	to read and			Staff on Duty		
for those who make	follow the			ECC Library		
use of the facility or	guidelines			Services		
service to know about	90.00					
the details of the						
request						
request	TOTAL	None	11 Minutes			

13. Reservation of any available reading materials/ items, etc.

This is to give library users a chance to have a certain resource (book or nonbook), facilities and services, put on reserved prior to use, either for class instruction or home use, based on priority.

Office or Division:	Library Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to	Citizen			
Who may avail:	Administrators, Facult	y, students, vi	isitors, alumni		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Student ID		Student / Cli	ent Concern		
Certificate of Registration	n (COR)	Student / Cli	ent Concern		
Letter of Request		Student / Cli	ent Concern		
Reservation Form		Library			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Presents COR Provide details of items being reserved	The staff prepares the items ready for claim/ use as scheduled	None	5 Minutes	Library Services Staff on Duty ECC Library Services	
Claim the items as scheduled	None	None	5 Minutes	Library Services Staff on Duty ECC Library Services	
	TOTAL	None	11 Minutes		





14. Visiting Users from other institutions

This is providing access to any alumni, visitors from other schools, guests, etc. to use the library facilities, resources and services, only subject to referrals system mutual understanding, and by following existing guidelines of the institution being visited.

Office or Division:	Library Services				
Classification:	Simple				
Type of Transaction:	G2C – Governmen	it to Citizen			
Who may avail:	Administrators, Fac	culty, students, vi	isitors, alumni		
CHECKLIST OF RE	QUIREMENTS	v	VHERE TO SECU	IRE	
Validated ID/Currently er	nrolled	Student / Client	Concern		
Employment ID		Student / Client	Concern		
Referral Letter from thei	r own school	Student / Client	Concern		
Visitors' Log sheet		Library			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
If from other schools: Present valid or current ID Provide referral letter from the school/institution where they come from	Fill in information sheet required for the visitor's log sheet	None	5 Minutes	Library Services Staff on Duty ECC Library Services	
If alumni/ visitors or guests: Present employment or any valid ID	Sign at the visitor's log sheet	None	5 Minutes	Library Services Staff on Duty ECC Library Services	
	TOTAL	None	10 Minutes		





ECC CASHIER'S OFFICE

1. SAD Form

Client may request SAD FORM (Student Admission Form) for documents such as Completion Form, Evaluation of Grades, Report of Grades, Honorable Dismissal, Good Moral and Certification to be released by the Registrar's Office. Upon presenting the accomplished form, the amount will be determined based on the number of documents being requested.

Office or Division:	Cashier's Office			
Classification:	Simple			1 1 1
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	Students			1 1
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	IRE
School Id		Student		2 2
Request SAD form		Registrar's Offic	ce	
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE
Present the accomplished form from the Registrar's Office.	Assess what type of document is being requested	None	5 minutes	Registrar's Staff ECC Cashier's Office
Present the accomplished form from the Registrar's Office.	Process the Payment	20.00	3 Minutes	Cashier ECC Cashier's Office
	TOTAL	20.00 per Documents	8 Minutes	



2. Request for Authentication

The client may request authentication of photocopied documents to be certified by the Registrar's Office. Upon presenting the accomplished form, payment will be based on how many copies of documents are needed to be authenticated (for authentication of Transcript of Records, payment is per set).

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	Students			
CHECKLIST OF RE	QUIREMENTS	v	VHERE TO SECU	IRE
School Id		Student		
Request form		Registrar's Offic	e .	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present duly filled out form from the Registrar's Office	Assess how may copies of documents are needed for authentication.	None	5 minutes	Registrar's Staff ECC Cashier's Office
Payment of fees	Process the Payment	20.00	3 Minutes	Cashier ECC Cashier's Office
	TOTAL	20.00 per documents	8 Minutes	

3. Request for Certificate of Grades and Form 137

Client may request Certificate of Grades (for undergraduate and graduate program) and Form 137 (for Laboratory high school) as alternative for Transcript of Records.

Office or Division:	Cashier's Office	
Classification:	Simple	
Type of Transaction:	G2C – Governmer	t to Citizen
Who may avail:	Students	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE
School Id		Student
Request form		Registrar's Office





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present duly filled out form from the Registrar's Office	Verify the requested documents COG (undergraduate and graduate program) FORM 137 (Laboratory High School)	None	5 minutes	Registrar's Staff ECC Cashier's Office
Payment of fees	Process the Payment	50.00	3 Minutes	Cashier ECC Cashier's Office
	TOTAL	50.00	8 Minutes	

4. Transcript of Records (TOR)

Upon presenting accomplished form, payment will be based on how many TOR (with different purposes) the client requests to.

Office or Division:	Cashier's Office	Cashier's Office				
Classification:	Simple					
Type of Transaction:	G2C – Governmer	nt to Citizen		N		
Who may avail:	Students)		
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	IRE		
Id		Student / Client				
Request form		Registrar's Offic	ce			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present duly filled out form from the Registrar's Office	Determine the number of TOR requested and purposes	None	5 minutes	Registrar's Staff ECC Cashier's Office		
Payment of fees	Process the Payment	100.00	3 Minutes	Cashier ECC Cashier's Office		
	TOTAL	100.00 per page	8 Minutes			

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5. Diploma

This is applicable for those who lost their diploma or having any corrections with their diploma.

Office or Division:	Cashier's Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to C	Citizen			
Who may avail:	Students				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE	
ld		Student / Cli	ent	N.	
Request form		Registrar's C	Office	1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Request for a duplicate/correction of diploma. Present duly filled out form from the Registrar's Office	Present affidavit of loss for lost diploma Present diploma with incorrect information for correction	None	5 minutes	Registrar's Staff ECC Cashier's Office	
Payment of fees	Process the Payment	300.00	3 Minutes	Cashier ECC Cashier's Office	
	TOTAL	300.00	8 Minutes		

6. Tuition Fee and Miscellaneous fee (for Enrollment and TOR Request)

This is applicable for undergraduate program excluded on the RA 1093 (Free Tuition and Miscellaneous Fee) and for graduate program during enrollment period and when requesting for TOR.

Office or Division:	Cashier's Office	Cashier's Office				
Classification:	Simple					
Type of Transaction:	G2C – Government	to Citizen				
Who may avail:	Students					
CHECKLIST OF REG	UIREMENTS		WHERE TO SEC	CURE		
Certificate of Registration		Registrar's	Office			
Clearance		Program Co	oncern			
Id		Student / Cl	lient			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Payment for balance for those students not covered under RA 1093 (free tuition and miscellaneous fee)	Verify on the system if the client has an outstanding balance.	None	2 minutes	Cashier ECC Cashier's Office		
Payment of fees	Process the Payment	As Assessed	3 Minutes	Cashier ECC Cashier's Office		
	TOTAL	As assessed	5 Minutes			





ECC IGP/BDU Office

1. Institutional Student uniform, P.E

This includes selling of student Student Uniforms and P. E. Uniforms.

Office or Division:	IGP/BDU Office		11		
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen	1		
Who may avail:	Student				
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECU	IRE	
IGP Form		IGP/BDU Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure IGP form and fill it out				IGP Staff ECC IGP/BDU Office Head ECC IGP/BDU Office	
Payment of purchased items	Approval for release	850.00 (School Uniform) 650.00 (PE Uniform)	10 Minutes	IGP Staff ECC IGP/BDU Office Head ECC IGP/BDU Office	
	TOTAL	850.00 (School Uniform) 650.00 (PE Uniform)	10 Minutes		



2. Course Shirt

Selling of Students' Course Shirts.

Office or Division:	IGP/BDU Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Governmer	t to Citizen		
Who may avail:	Student			
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	RE
IGP Form		IGP/BDU Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure IGP Form and fill it out	None	None	None	None
Pay the corresponding amount	Approval and release of items	280.00	12 Days	IGP Staff ECC IGP/BDU Office Head ECC IGP/BDU Office
	TOTAL	280.00	12 Days	

3. Printing/Photocopying of Test Papers

Printing of Test Papers upon request of the student government.

Office or Division:	IGP/BDU Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE
Test papers	-	Instruction S	upervisor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving and recording of test papers for photocopying	Printing/photocopying of test papers	None	5 days	IGP Staff ECC IGP/BDU Office Head ECC IGP/BDU Office
R	Sorting by course and section	None	12 Days	IGP Staff ECC IGP/BDU Office Head ECC IGP/BDU Office
	TOTAL	None	17 Days	





4. Request for Production of Off-Campus uniform

Releasing of Off-Campus Uniforms to Students

Office or Division:	IGP/BDU Office		11	
Classification:	Highly Technical			0
Type of Transaction:	G2C – Governmer	nt to Citizen	11	0
Who may avail:	Student	-	1.1.	
CHECKLIST OF REQUIREMENTS		N	HERE TO SECU	IRE
Quotation of 3 Bidders			and concerned P	
Proposed Design of Car	npus Uniform		and concerned P	rogram Course
Approved letter of Requ		Campus Admin		A
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Approved letter of Request and Quotation from 3 bidders/service providers	Deliberation on the selection of service provider	None	3 days	IGP Staff ECC IGP/BDU Office Head ECC IGP/BDU Office
None	Preparation of payment	None	5 days	IGP Staff ECC IGP/BDU Office Head ECC IGP/BDU Office
None	Release of off Campus Student Uniform	None	10 days	IGP Staff ECC IGP/BDU Office Head ECC IGP/BDU Office
	TOTAL	None	18 Days	



5. Request for utilization of ECC Facilities

Scheduling of the ECC available Facilities for rent.

Office or Division:	IGP/BDU Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student			
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	RE
Application Form for the	Utilization of	IGP/BDU Office	9	
ECC Facilities				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CEIENT STEFS	ACTION	PAID	TIME	RESPONSIBLE
Submit Application	Process the	None	3 Days	IGP Staff
Form for the Utilization	Application			ECC IGP/BDU
of ECC Facilities				Office
1 1				
1. 1.				Head ECC IGP/BDU
11				Office
	TOTAL	None	3 Days	





ECC EXTENSION SERVICES

1. Approval on the Conduct of Community outreach

The Extension Office reviews the proposal on the conduct of extension activities/programs for approval of the concerned officials.

Office or Division:	Office of ECC Exte	Office of ECC Extension Services			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All	All			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			RE	
Needs Assessment		Concern Party			
Extension Program Plar	ו	Concern Party	/ Extension Office		
Calendar of Activities ar	nd budget proposal	Concern Party / Extension Office			
MOA		Extension Office			
Evaluation		Extension Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Identify the outreach location	Conduct needs assessment	None	3 Days	Extension Coordinator ECC Extension Services Office	
	TOTAL	None	3 Days		

2. Approval on the Conduct of Training

The submitted proposal for training related to extension services is reviewed and endorsed for approval and implementation.

Office or Division:	Office of ECC Exte	Office of ECC Extension Services			
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Permit endorsement lett Administrator (Report Fo Attendance sheet, Documentations/Picture Content, Evaluation from form)	orm, Program, , Training	Concern Party / Client			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit activity plan and Budget proposal.	Process and Evaluate the Activity plan and budget proposal	None	3 days	Extension Coordinator ECC Extension Services Office
Submit letter of intent from the proponent (coordinator)	Process and assessed.	None	2 days	Extension Coordinator ECC Extension Services Office
	TOTAL	None	5 Days	

3. Endorsement for Seminar/Presentation

The requests for seminar is being processed, and endorsed

Office or Division:	Office of ECC Extension Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			
Letter of request to atten	nd seminar	Organization / Event Facilitator		
invitation from seminar organizer				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CEIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE
- Submit letter of	Process and	None	1 Day	Extension
request to attend	assessed.			Coordinator
				ECC Extension
				Services Office
	TOTAL	None	1 Day	





ECC RESEARCH OFFICE

1. Signing of Thesis/PFS Endorsement

The Research Office endorses the thesis/PFS copies of students to the concerned offices.

Office or Division:	Research Office				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All	All			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			IRE	
Hard copy signed and E	ndorsed	Client Concern			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTION	PAID	TIME	RESPONSIBLE	
Thesis/PFS		None	5 Minutes	ECC Coordinator	
Submission:				Research	
Submit Hardcopy duly				ECC Research	
signed with				Office	
Endorsement					
	TOTAL	None	5 Minutes		

2. Request of Special Order and Funding for Paper Presentation (for Faculty)

The Research Office takes charge of processing the request of faculty for paper

Office or Division:	Research Office			0	
Classification:	Complex	Complex			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Letter of intent notice of	acceptance	Faculty Concer	n		
CHED endorsement		CHED Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Research Paper Presentation		1			
Submit Letter of Intent signed by research coordinator	Office will submit Transmittal letter to the EARIST President	None	3 days	ECC Coordinator Research ECC Research Office	
Copy of Abstract and full paper and copy of Presentation Report (After presentation)	Submit copy to the Research Office	None	3 days	ECC Coordinator Research ECC Research Office	
	TOTAL	None	6 Days		





3. PFS Advising

The Research Coordinator extends assistance to student researchers in the process of preparing/doing their PFS

Office or Division:	Research Office			
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS	v	VHERE TO SECU	IRE
Research Capsule		Research Office	е	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PFS/Thesis technical assistance				
Submit Proposal/ Research capsule (For PFS: prior art search with images; pictorial drawing of proposed design) (For thesis: Related Literature and studies and recipe)	The submitted proposal is reviewed	None	1 Hour	ECC Coordinator Research ECC Research Office
· · ·	TOTAL	None	1 hour	





ECC PROPERTY CUSTODIAN'S OFFICE

1. Request for Issuance of Materials and supplies

This involves signing of requests of faculty and personnel for supplies subject to availability at the Property office.

Office or Division:	Property Custodia	Property Custodians Office			
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS		VHERE TO SECU		
Accomplished request F	<u> </u>		nd/or Head of Offi	ce.	
Initial of the Property Cu availability of the supplie		Property Custo	dian's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Requirements	Issuance of requisition form in two copies to the client.	None	5 minutes	Property Custodian Staff ECC Property Custodian Office	
None	Verification on the availability of the requested items.	None	5 minutes	Property Custodian Staff ECC Property Custodian Office	
None	Forwarding of request to the Office of the Campus Administrator for approval.	None	5 minutes	Property Custodian Staff ECC Property Custodian Office	
	TOTAL	None	15 Minutes		

2. Releasing of Requested Supplies

The request is being processed before releasing

Office or Division:	Property Custodians Office			
Classification:	Simple			-
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF RE	T OF REQUIREMENTS WHERE TO SECURE			
Approved Request for Supplies		Client Concern		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present/submit approved request	Preparation and issuance of Materials and supplies requested.	None	10 minutes	Property Custodian Staff ECC Property Custodian Office
Let the client receive and sign in the Request Form	Forwarding of one filled out form to the Office of the Campus Administrator	None	5 minutes	Property Custodian Staff ECC Property Custodian Office
	TOTAL	None	15 Minutes	

3. Issuance of a NEW property accountability (Memorandum Receipt/MR)

The documents are prepared for the issuance of new property accountability.

Office or Division:	Property Custodians (Property Custodians Office			
Classification:	Complex				
Type of Transaction:	G2C – Government to	Citizen			
Who may avail:	All				
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE			IRE	
Letter of request to issu	e the new property	New Property (Client Concern		
Acknowledgement Rece	eipt	Property Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present a letter of request noted/signed for the issuance of a new property accountability.	Verification of the item for new acknowledgement receipt.	None	15 minutes	Property Custodian Staff ECC Property Custodian Office	
	Issuance of three copies of acknowledgement Receipt copy distribution: A. copy for the client/employee, B. copies to be forwarded to the MAIN-PMS, Manila. 3rd copy to the folder of the client/employee for PCO files.	None	5 days	Property Custodian Staff ECC Property Custodian Office	
	TOTAL	None	5 Days and 15 Minutes		



4. Acknowledgement Receipt for transfer of property accountability to the new accountable person

This includes preparation of documents for the transfer of units or items from one personnel to another.

Office or Division:	Property Custodians C	Office		0 0
Classification:	Complex		11	
Type of	G2C – Government to	Citizen		
Transaction:			1.1	
Who may avail:	All		1	
	REQUIREMENTS		WHERE TO SECU	JRE
Copy of property acknow	•	Client Concerr	า	
of the previous accoun				X *
Copy of inventory Cust		Property Office		
Property turned in slip.	1	Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Check the item to be transferred.	Prepare a turned in slip for the transferred items to be signed by the previous person accountable.	None	1 day	Property Custodian Staff ECC Property Custodian Office
None	Approval by the PCO Officer and by the Main-PMS Officer in three copies. 1 copy for the previous person accountable. 2nd copy for the file copy of the MAIN- PMS Manila and the 3rd copy for the employee/client folder for PCO file copy.	None	3 days	Property Custodian Staff ECC Property Custodian Office
None	Preparation of the new Acknowledgement Receipt in three (3) copies to be signed by the new person accountable, the PCO Officer and the PCO staff	None	1 day	Property Custodian Staff ECC Property Custodian Office



Eulogio "Amang" Rodriguez Institute of Science and Technology

Nagtahan, Sampaloc, Manila

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Issuance of one Original copy to the employee, the second copy to be forwarded to the MAIN-PMS in Manila, and the third original copy for the ECC PCO file.	None	2 days	Property Custodian Staff ECC Property Custodian Office
	TOTAL	None	7 Days	

5. Returning of Property Accountabilities

This is done when the concerned personnel retires or no longer need to use the property/items accounted to him/her

Office or Division:	Property Custodians (Office		
Classification:	Complex			
Type of Transaction:	G2C – Government to	o Citizen		
Who may avail:	All			
CHECKLIST OF R			VHERE TO SECU	JRE
Employee's copy of prop		Client Concern	l	
acknowledgement recei				
Employee's copy of inve	entory custodian slip.	Property office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Advice PCO on the property/equipment intended to be returned.	Check and verify document/items	None	1 day	Property Custodian Staff ECC Property Custodian Office
Submit a copy of either the property acknowledgment receipt inventory custodian slip which was previously issued to them.	Verification of accountability in the employee's folder.	None	1 day	Property Custodian Staff ECC Property Custodian Office
None	Preparation property turned in slip	None	3 days	Property Custodian Staff ECC Property Custodian Office
None	Issuance of property turned-in slip to the items	None	2 days	Property Custodian Staff ECC Property Custodian Office
	TOTAL	None	7 Days	





ECC MANAGEMENT INFORMATION SYSTEM SERVICES

1. Assessment of fees

This service assess the actual matriculation fees base on the actual units of subjects approved for enrollment.

Office or Division:	ECC MIS Services		1	
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	Students			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			
Approved Advisement S	Slip	Instruction Sup	ervisor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished and approved advisement slip	Enter student number and subjects in the system. Process the Assessment of Student's fees.	None	10 minutes	MIS or enrolling ECC MIS Services Office
	TOTAL	None	10 minutes	

2. Validation of fees

This service validate the assessed fees based on the approved advisement slip.

Office or Division:	ECC MIS Services	ECC MIS Services			
Classification:	Simple				
Type of Transaction:	G2C – Governmen	t to Citizen			
Who may avail:	Students				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
Approved Advisement S	Slip	assessment by	the MIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit duly assessed advisement slip.	Enter student number in the system. Process the Validation of Student fee's by date.	None	10 minutes	MIS or Cashier Office ECC MIS Services Office	
	TOTAL	None	10 minutes		





3. Splitting of section

This service provides the splitting of one section into two sections.

ECC MIS Services			9
Simple			
G2C – Government to Citizen			
Students			
REQUIREMENTS WHERE TO SECURE			
ed for splitting	Registrar's Office		
	FEES TO BE	PROCESSING	PERSON
AGENCIACTION	PAID	TIME	RESPONSIBLE
Process the	None	10 minutes	MIS or Registrar
Splitting of Section			ECC MIS
based on the			Services Office
approved list.			
TOTAL	None	10 minutes	
	Simple G2C – Government Students EQUIREMENTS ed for splitting AGENCY ACTION Process the Splitting of Section based on the approved list.	SimpleG2C – Government to CitizenStudentsEQUIREMENTSed for splittingRegistrar's OffiAGENCY ACTIONProcess the Splitting of Section based on the approved list.	Simple G2C – Government to Citizen Students EQUIREMENTS WHERE TO SECU ed for splitting Registrar's Office AGENCY ACTION FEES TO BE PAID PROCESSING TIME Process the Splitting of Section based on the approved list. None 10 minutes

4. User ID of new faculty

This service provides access code for newly hired faculty to the system for encoding and posting of grades assigned to him/her.

Office or Division:	ECC MIS Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Newly hired faculty			
CHECKLIST OF RE	QUIRÉMENTS WHERE TO SECURE			
Basic info of faculty	Faculty Concern			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE
Submit basic	Process the User	None	10 minutes	MIS
information of faculty,	Account of New			ECC MIS
such as name, degree,	Faculty			Services Office
etc.	-			
	TOTAL	None	10 minutes	

5. Updating of curriculum

This service involves updating the existing curriculum to the newly revised and approved curriculum.

Office or Division:	ECC MIS Services				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Students				
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE				
New curriculum checklis	ist Program Head				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit request for new curriculum	Process the Encoding of New Curriculum	None	2 days	MIS ECC MIS Services Office	
	TOTAL	None	2 Days		





ECC MEDICAL AND DENTAL SERVICES

1. Regular Consultation And Check - Up

This cover from the time that the patient enter the Medical Health Services for the purpose of consultation and check-up, until they are assess and declared physically fit and healthy

Office or Division:	Medical and Dental Se	rvices			
Classification:	Simple				
Type of Transaction:	G2C – Government to Client				
Who may avail:	Executive Officials, Students, Employees, Faculty And Extension				
	Services (Adopted Bar	angay and E			
CHECKLIST OF F				CURE	
None		None		1 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Visit the Medical Clinic	Assess the patient:	None	30 Minutes	Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services Office Nurse on Duty ECC Medical and Dental Services	
Consultation Proper Assessment/Check- up	If assessed as Emergency Case , the attending Physician or Nurse will give necessary first aid treatment or referral to the hospital of choice Non-Emergency Case, the attending Physician or Nurse will manage the treatment of the patient	None	Emergency (Priority) 20 Minutes Non- Emergency 30 Minutes	Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services Nurse on Duty ECC Medical and Dental Services	
	TOTAL	None	1 Hour and 20 Minutes		



2. Medical Certificate Issuance to OJT Students

The procedure covers from the time OJT Students will enter the Medical Clinic for the purpose of medical physical examination and clearance for OJT

Office or Division:	MEDICAL AND DI	ENTAL SERVICE	S	
Classification:	Simple			100
Type of Transaction:	G2C – GOVERNM	ENT TO CLIENT		
Who may avail:	STUDENTS			
CHECKLIST OF RE	QUIREMENTS	TS WHERE TO SECURE		RE
Chest X-ray		Medical Laborat	tory of choice	
Complete Blood Count (Result)	Medical Laborat	tory of choice	
Urinalysis (Result)		Medical Laborat	tory of choice	
Drug Test Result (Option				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic	Assess the client/ Give request for laboratory work- ups	None	1 Hour	Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services Nurse on Duty ECC Medical and Dental
Consultation Proper Assessment/Check-up	Assessed the client Signing Medical Form to Clients that are fit to undergo the OJT program	None	1 Hour	Services Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services Nurse on Duty ECC Medical and Dental Services
	TOTAL	None	2 Hours	





3. Issuance of Permit to Student Athletes

The procedure covers the Athletic Student of the Institution to established the Standard procedure for the issuance of fit to play (medical Certificate) of the Athletes.

Office or Division:	Medical and Dental Se	rvices	11	
Classification:	Simple			0
Type of Transaction:		G2C – Government to Client		
Who may avail:	Student / Employee At	hlete		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	
Medical History			^r Physician Of Ch	
Physical Education For	n		ducation Departm	
Chest X-Ray Result			boratory Of Choic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Medical Clinic for Consultation/ Check- up	Assess the client/ patient Evaluate Patient with Medical Certificate and the result of Laboratory Work-up	None	45 Minutes	Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services
Consultation Proper Assessment/Check- up	Issue Fit to play Form to Clients/ Patient passed the check-up	None	15 Minutes	Chief, Medical/Dental Service –(School Physician) ECC Medical and Dental Services Nurse on Duty ECC Medical and Dental Services
	TOTAL	None	1 Hour	



4. Issuance of Medical Clearance for Excuse Slip

To establish the standard procedure for the issuance of excuse slip to EARIST Students

	Madical and Dantal C) and a co			
Office or Division: Classification:	Medical and Dental Services				
	Simple	G2C – Government to Client			
Type of Transaction:		o Client			
Who may avail:	Students			DE	
CHECKLIST OF R		WHERE TO SECURE		KE	
Excuse Letter From The Guardian	e Parents Or	Parents/Guardia	an Of The Client		
Valid Id Of The Parent C	Dr Guardian	Parents/Guardia	an Of The Client		
		Medical Labora	tory Of Choice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E	
Visit the Medical Clinic for Consultation/ Check-up	Interview/Assess the client/ patient	None	15 Minutes	MDS Staff ECC Medical and Dental	
	Check Logbook if client had previous consultation or check-up	None	5 Minutes	Services	
Consultation Proper Assessment/Check-up	Assessed the client	None	15 Minutes	Chief, Medical/Dental Service –(School	
	Issue Excuse Slip if Client's name is on the Logbook for previous consultation/check- up	None	30 Minutes	Physician) ECC Medical and Dental Services Nurse on Duty ECC Medical	
	Ask the Client to present Excuse Letter from the Parents/Guardian if Client's name is not found in the			and Dental Services Chief, Medical/Dental Service –(School Physician) ECC	
R	Logbook before issuance of the Excuse Slip			Medical and Dental Services Nurse on Duty ECC Medical and Dental	
The A	70			Services	
	TOTAL	None	1 Hour and 5 Minutes		





5. Pre-Enrollment for First Year Students

The Procedure covers from the time that the freshmen/transferees had already given their results until they were cleared by the medical officer.

Office or Division:	Medical And Dental Services					
Classification:	Highly Technical					
Type of Transaction:	G2C – Government to Client					
Who may avail:		All Incoming 1 st Year Students				
CHECKLIST OF RI	EQUIREMENTS	V	VHERE TO SECU	JRE		
Chest X-Ray			atory Of Choice			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	TIME	PERSON RESPONSIBLE		
Visit the Medical Clinic for Health Assessment/Check-up	Interview/Assess the client/ patient Issue Fit to Enroll Form for those who passed the Medical Exam For Client/ Applicant who failed the Medical Exam: Asked clearance from the previous attending Physician or Specialist Signing of Fit to Enrolled	None	15 Minutes 7 Days	Medical Personnel ECC Medical and Dental Services		
	TOTAL		7 Days and 15 Minutes			



6. Annual Physical Examination for Faculty and None Teaching Personnel/Employees

To established the Standard Procedure for APE of All the Employees which promote the overall health.

Office or Division:	Medical and Dental	Comilana			
Classification:		Services			
	Complex	to Client			
Type of Transaction:	G2C – Government				
Who may avail: CHECKLIST OF RE		Faculty and Employees (Academic and Non-Academic) QUIREMENTS WHERE TO SECURE			
None		None	WHERE TO SECU	JKE	
None	AGENCY	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
Visit the Medical Clinic for Check-up and Laboratory Work-ups	Ask client to fill-up necessary Forms	None	1 Hour	MDS Staff ECC Medical and Dental Services	
Physical Examination Laboratory Test	Subject Clients for the following Laboratory work- ups: Chest X-Ray Blood Chemistry Urinalysis Fecalysis FBS ECG Dental and Eye Examination	None (all payments are shouldered by the Institute)	2 Hours	Chief, Medical/Dental Services ECC Medical and Dental Services Nurse on duty ECC Medical and Dental Services	
R				School Dentist ECC Medical and Dental Services Medical Staff of the service provider authorized by the Institute ECC Medical and Dental Services	





		FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTION	PAID	TIME	RESPONSIBLE
Wait for the result of the Laboratory Work- ups	Coordinate with the Service Provider (Laboratory)	None	2 Days and 8 Hours	Chief, Medical/Dental Services ECC Medical
	Service Provider processing Period	None		and Dental Services
				MDS Staff ECC Medical and Dental Services
				Service Provider (Laboratory Staff) ECC Medical and Dental Services
Report to the MDS to get the	Release Result	None	30 Minutes	MDS Staff ECC Medical
Laboratory result	Sign PVP Clearance of Faculty who are Physically Fit	None	1 Hour	and Dental Services
	Client who are found to have	None		Chief, Medical/Dental Services ECC Medical
	Medical/Laboratory Findings/Issues shall be given necessary treatment or referrals	none		and Dental Services
	to the Specialist/Hospital			Nurse on duty ECC Medical and Dental Services
			11	Chief, Medical/Dental Services
				ECC Medical and Dental Services





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign or acknowledge receipt of the result in the Logbook	Register entry at the releasing Logbook	None	10 Minutes	MDS Staff ECC Medical and Dental Services
	TOTAL	None	2 Days, 12 Hours and 40 Minutes	

9.Dental Check-Up and Tooth Extraction

This procedure covers from the time that patient went to medical clinic until tooth extraction was done.

Office or Division:	Medical and Dental Services				
Classification:	Simple				
Type of Transaction:	G2C – Government	To Client			
Who may avail:	Executive Officials, F	aculty, Employe	ee and Students		
CHECKLIST OF R	EQUIREMENTS	v	VHERE TO SECU	IRE	
For Students Only:					
Registration/Enrollme	nt Form	Office of the Re	egistrar (SARRMS	8)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Visit the Dental Clinic for Check-up	Ask client to fill-up necessary Forms Refer to the School Dentist	None	30 Minutes	MDS Staff ECC Medical and Dental Services	
Consultation Proper Check-up/ Treatment	Dental Work-up/ Treatment or Tooth Extraction Prescribed medication if necessary	None	2 Hours	School Dentist ECC Medical and Dental Services	
Check-out from the Dental Clinic	Register to the Logbook	None	10 Minutes	MDS Staff ECC Medical and Dental Services	
	TOTAL	None	2 Hours and 40 Minutes		





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F-**Feedback and** Complaints Mechanism





FEEDBACK AND COMPLAINTS MECHANISM

FEEDB	ACK AND COMPLAINTS MECHANISM
How to send a feedback	Answer the Client feedback Form available at the front desk located at any offices and put it in a drop box.
How feedback are processed	Feedback Forms are collected every month and shall be distributed to the concern Dean, Director, Chief of Offices (Immediate Supervisor) for appropriate action.
How to file a complaint	All complaints should be addresses/forwarded to the Office of the President and if found meritorious the same shall be endorsed to the Complaints and Grievance Committee of the Institute for action or Investigation of the Committee.
How complaints are processed	Send your complaints at the Office of the President, Eulogio "Amang" Rodriguez Institute of Science and Technology Nagtahan, Sampaloc, Manila or email via president@earist.ph.education
Contact Information of CB, PCCC, ARTA	EARIST: president@earist.ph.education bagabaldochristylane@gmail.com ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

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CLIENT FEEDBACK FORM



Republic of the Philippines EULOGIO "AMANG" RODRIGUEZ INSTITUTE OF SCIENCE AND TECHNOLOGY Nagtahan, Sampaloc Manila

College/Office/Unit

CLIENT FEEDBACK FORM

To our dear client:

We are here to serve you with our best. For that reason, please help us to realize our objectives by taking time to accomplish this form.

 Name (Optional):
 Date:

 Contacts (Phone No.):
 Email Address:

Please rate our services as to the following:

	Delightered	Very Sabdell	Land of	School Sector	a Not of All Souther
1. Procedures/Processes	0	0	0	0	0
2. Promptness	0	0	0	0	0
3. Courtesy	0	0	0	0	0
4. Accommodation	0	0	0	0	0
5. Others (please specify)					
	0	0	0	0	0
	0	0	0	0	0

Comments/Suggestions/Recommendation

Thank you for taking the time to fill out this form. If you have additional comments or concerns. Please email us at

_ or call us at _

Signature over Printed Name



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liet **List of Offices**





LIST OF OFFICES

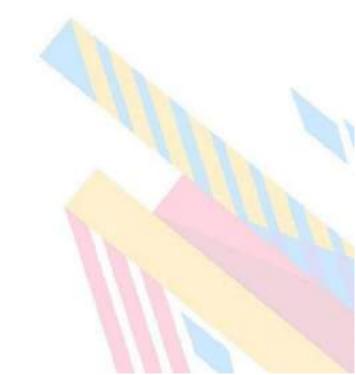
Office	Address / Location	Contact Information
Office of the President	2 nd Floor Administration Building Nagtahan Manila	243-9467 Loc. 101 230-2216
Vice-President for Academic Affairs	3 rd Floor Administration Building Nagtahan Manila	243-9467 Loc. 103
Vice-President for Administration and Finance	2 nd Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 102
Vice-President for Research, Extension and International Affairs	2 nd Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 104
Dean, College of Education	3 rd Floor Nudas Building Nagtahan Manila	243-9467 Loc. 110
Dean, College of Arts and Sciences	4 th Floor Nudas Building Nagtahan Manila	243-9467 Loc. 108
Dean, College of Business Administration	2 nd Floor Nudas Building Nagtahan Manila	243-9467 Loc. 109
Dean, College of Engineering	2 nd Floor CEAFA Building Nagtahan Manila	243-9467 Loc. 111
Dean, College of Architecture and Fine Arts	3 rd Floor CEAFA Building Nagtahan Manila	243-9467 Loc. 107
Dean, College of Public Administration and Criminology	2 nd Floor Regala Building Nagtahan Manila	243-9467 Loc. 114
Dean, College of Industrial Technology	4 th Floor ICT Building Nagtahan Manila	243-9467 Loc. 113
Dean, College of Hosptality Management	Ground Floor Regala Building Nagtahan Manila	243-9467 Loc. 112
Director, Instruction Services	Ground Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 116
Administrator, EARIST Cavite Campus	General Mariano Alvarez Cavite	
Director, Research Services	2 nd Floor ICT Building Nagtahan Manila	243-9467 Loc. 117
Director, Extension Services	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 115
Director, Quality Assurance	2 nd Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 131
Director, Student Admission, Registration and Records Management Services	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 133
Director, Administrative Services	3 rd Floor Administration Building Nagtahan Manila	243-9467 Loc. 105
Director, Student Affairs Services	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 127
Director, National Service Training Program	Ground Floor Apilado Building Nagtahan Man <mark>ila</mark>	243-9467 Loc. 126
Director, Financial Management Services	Ground Floor Administration Building Nagtahan Manila	243-9467 Loc. 125





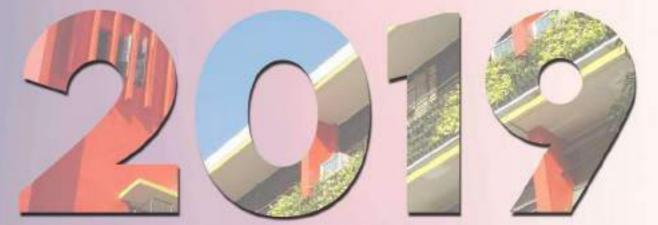
Office	Address / Location	Contact Information
Director, Management Information System Services	4 th Floor Computer Building Nagtahan Manila	243-9467 Loc. 117
Director, Information and Public Affairs Services	Mezzanine Apilado Building Nagtahan Manila	243-9467 Loc. 134
Director, Internal Audit Services	2 nd Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 138
Director, Planning Services	2 nd Floor Administration Building Nagtahan Manila	243-9467 Loc. 121
Director, Library Services	2 nd Floor Library Building Nagtahan Manila	243-9467 Loc. 125
College and Board Secretary	2 nd Floor Administration Building Nagtahan Manila	243-9467 Loc. 122
Chief, Information System Hardware Services	4 th Floor Library Building Nagtahan Manila	243-9467 Loc. 123
Chief, Human Resource Management Services	Ground Floor Administration Building Nagtahan Manila	243-9467 Loc. 120
Chief, Cash & Disbursement Service	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 106
Chief, Procurement Service	Ground Floor Old Laboratory HS Building Nagtahan Manila	243-9467 Loc. 129
Chief, Business Development Services	Ground Floor Administration Building Nagtahan Manila	243-9467 Loc. 118
Chief, Property Management Service	Mezzanine Apilado Building Nagtahan Manila	243-9467 Loc. 130
Chief, Transportation and Motorpool Service	Ground Floor Computer Building Nagtahan Manila	243-9467 Loc. 137
Chief, Security Service	Ground Floor Apilado Building Nagtahan Manila	243-9467 Loc. 139
Chief, Records Service	3 rd Floor Administration Building Nagtahan Manila	243-9467 Loc. 132
Chief, Medical and Dental Services	Ground Floor CEAFA Building Nagtahan Manila	243-9467 Loc. 124

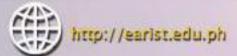
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